



# City of Burnaby

BRITISH COLUMBIA, CANADA

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## **2019 Annual Municipal Report**

for the fiscal year ended December 31, 2019

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**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 hə́nq̓əmiḥə́m and Skwxwú7mesh speaking peoples.

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





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, 2018**

*Christopher P. Morill*

Executive Director/CEO

The 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, 2018. The Canadian Award for Financial Reporting program was established to encourage municipal governments throughout Canada to publish high quality financial reports and to provide peer recognition and technical guidance for officials preparing these reports. In order 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 a period of one year only. We believe our current report continues to conform to the Canadian Award for Financial Reporting program requirements, and we will be submitting it to the GFOA.

# Introduction

City Council

Message from the Mayor

Message from the City Manager

Organizational Chart

City Officials

Boards, Committees & Commissions





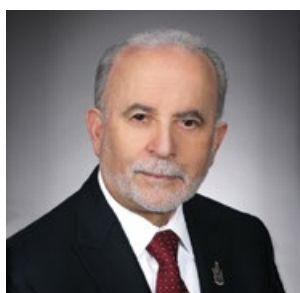
Burnaby Lake

## City Council



**Mayor Mike Hurley**

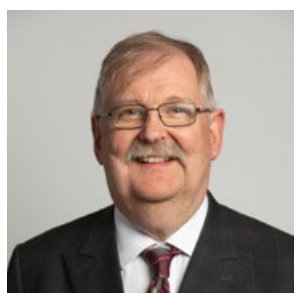
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**Councillor  
Pietro Calendino**



**Councillor  
Sav Dhaliwal**



**Councillor  
Dan Johnston**



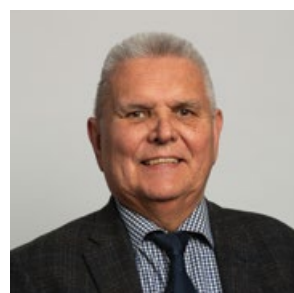
**Councillor  
Colleen Jordan**



**Councillor  
Joe Keithley**



**Councillor  
Paul McDonell**



**Councillor  
Nick Volkow**



**Councillor  
James Wang**

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## Message from the Mayor

I am honoured to present the 2019 Annual Municipal Report on behalf of Burnaby Council.

As a City, we are deeply committed to ensuring our residents experience the best quality of life. That means creating innovative facilities and services to meet the growing needs of our community, while maintaining our dedication to financial, social and environmental sustainability.

Thanks to many decades of prudent financial planning, a growing tax base and community benefit bonus revenue, Burnaby operates from a position of financial stability. We are able to provide infrastructure and amenities to residents without large tax increases.

But maintaining a welcoming and inclusive City requires continued effort and investment. Over the past year, we have worked hard to make sure families of all backgrounds can afford to live and work here. Through an extensive engagement process, the Mayor's Task Force on Community Housing identified strategies and recommendations for meeting the housing needs of Burnaby residents. As a result of their work, the City adopted new policies to protect and enhance rental housing stock, and to protect tenants displaced by redevelopment.

I am very proud of the City's moves to create stable housing for some of Burnaby's most vulnerable residents. In partnership with BC Housing and Progressive Housing Society, a new year-round shelter has opened on Douglas Road as well as permanent supportive modular housing on Norland Avenue. These two projects will enable residents to access round-the-clock support services and begin the transition to stable and secure homes.

We recognize that the well-being of Burnaby residents is also deeply connected to the health of our environment. In 2019, the City took the critical step of declaring a climate emergency and adopted aggressive carbon emission reduction targets. We are developing a plan with "big moves and quick start actions" that will help us achieve our goal of becoming carbon neutral by 2050. From more electric vehicle charging stations to a transportation plan that fosters walking, cycling and public transit use, we are on the right track.

I look forward to engaging with residents and working together to make sure Burnaby remains a thriving, dynamic and inclusive City for all.

A handwritten signature in black ink, reading "M Hurley".

**Mayor Mike Hurley**



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## Message from the City Manager

In 2019, the many achievements highlighted in our Annual Municipal Report moved us significantly toward Burnaby's vision of being a world-class city committed to creating and sustaining the best quality of life for our entire community. Throughout the year, in all areas of the city, our values of community, integrity, respect, innovation and passion were apparent in the services, projects and programs our staff delivered.

The development and application of policies, projects and initiatives to address, in Burnaby, the regional issues of housing and homelessness was a key focus throughout the year, with much progress made on these challenging and critical issues.

Recognizing the value of partnerships in advancing City objectives, Burnaby entered into a partnership with Simon Fraser University – to explore research and business opportunities in technology innovation and development. The City is already home to many leading knowledge-based industries. We know that this partnership with our City's exemplary university will support growth in the knowledge-based sector of Burnaby's economy and the employment and technology benefits this sector provides for Burnaby citizens.

Also related to employment, City Council adopted a Living Wage Program to benefit the health and well-being of everyone who performs work on the City's behalf, with implementation started in the fall of 2019.

The conversion of all City-owned streetlights to LED luminaires to provide better lighting and reduce energy costs was completed. This comprehensive change makes the city more energy efficient, as it represents a 60 per cent reduction in energy consumption and a quadrupling of the lifespan of the streetlight luminaires. The savings are estimated to be \$750,000 annually for electricity and \$900,000 for maintenance over 20 years.

The new accelerated sidewalk construction program will also support our carbon reduction targets by improving walkability and accessibility options throughout the City, helping to enable a transition away from carbon-intensive travel modes.

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In addition to the City's focus on sidewalk construction, we also began construction on a significant amenity that will provide welcomed new recreation opportunities when complete in 2021 – the South Burnaby Ice Arena. Located at 10th Avenue and 18th Street, this 92,000-square-foot, \$50 million facility will accommodate ice sports, lacrosse, ball hockey, community events and City-run programs, with two NHL-sized ice rinks, activity rooms and many other features. The design work for a new Burnaby Lake Aquatic and Arena facility to replace the aging CG Brown pool and the Burnaby Lake ice arena is also underway.

As we worked to add facilities and amenities throughout the City, we also focused on maximizing year-round safety and mobility on city streets by taking over the winter maintenance of all Major Road Network roads, including Kingsway, Lougheed Highway, Burnaby Mountain Parkway and Hastings Street. This gave us the opportunity to assess and enhance the level of response to winter weather events.

Throughout the year, many new initiatives focused on streamlining and enhancing options for citizens to access City services without leaving home. One such program – called “My Property Portal” – facilitates easier remote access to property and billing information and enables remote payment of property taxes and claiming of home owner grants. It is already being embraced by many citizens as their preferred method for transactions.

Thank you to all Burnaby citizens for your role in helping to shape the many programs and initiatives that were launched and enhanced in your city in 2019, and to Burnaby staff – in all areas of City operations – for ensuring the timely and efficient delivery of these important programs and services.

I am proud of what the City of Burnaby has achieved for citizens in 2019 and look forward to continuing to have the conversations with citizens, staff and representatives of our business, school, and not-for-profit communities, that will help ensure we achieve our shared goals and vision for Burnaby.



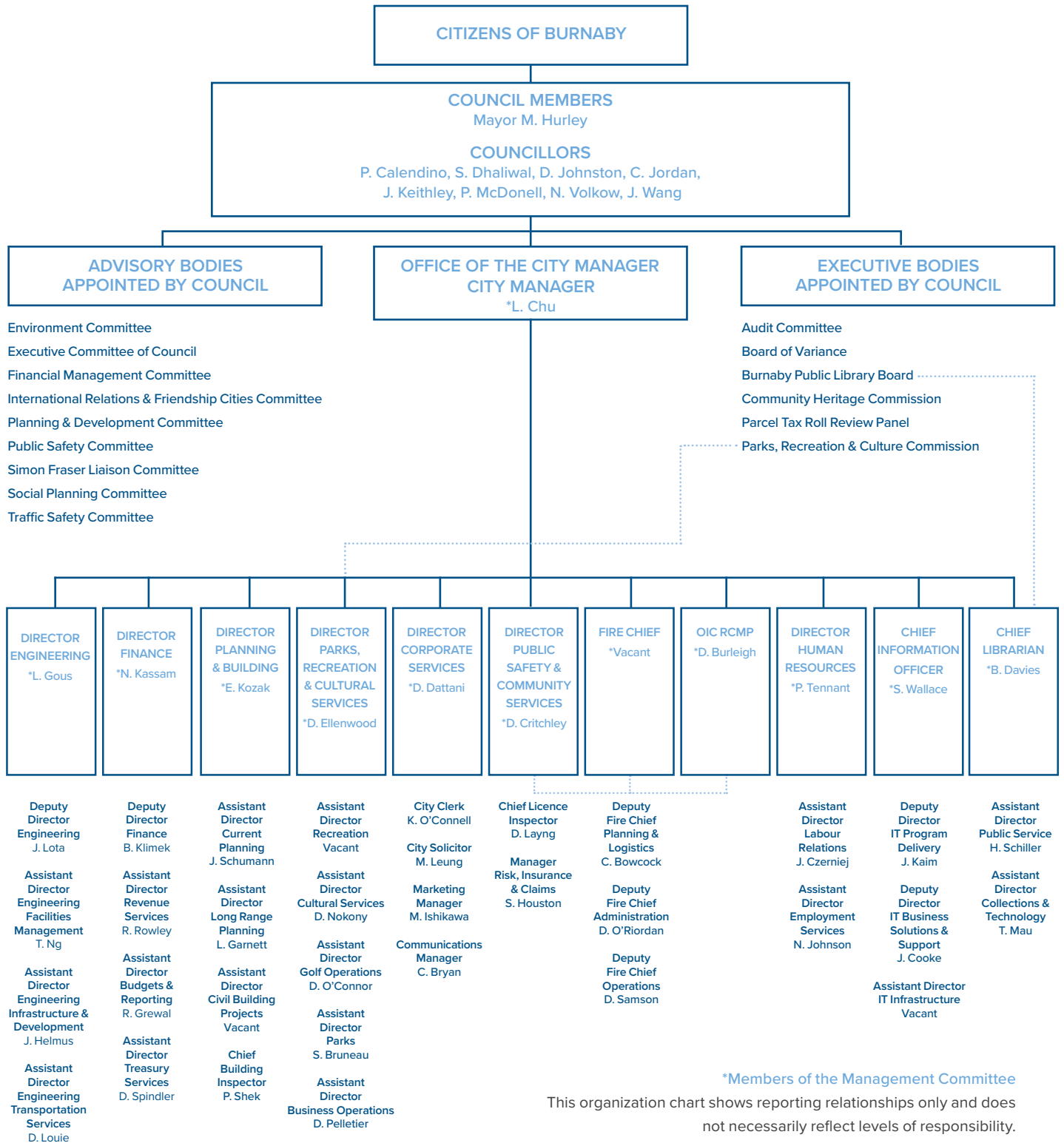
**Lambert S.H. Chu**  
**City Manager**



Left to right: Councillor Pietro Calendino, Councillor James Wang, Councillor Nick Volkow, Councillor Paul McDonell, Mayor Mike Hurley, Councillor Joe Keithley, Councillor Colleen Jordan, Councillor Dan Johnston and Councillor Sav Dhaliwal.



# CITIZENS OF BURNABY ORGANIZATIONAL CHART



## Management Committee

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

### City Manager

L.S. Chu

### Director Corporate Services

D. Dattani

### Director Engineering

L. Gous

### Director Finance

N. Kassam

### Director Parks, Recreation & Cultural Services

D. Ellenwood

### Director Planning & Building

E. Kozak

### Director Public Safety & Community Services

D. Critchley

### Fire Chief

Vacant

### OIC RCMP

D. Burleigh

### Director Human Resources

P. Tennant

### Chief Information Officer

S. Wallace

### Chief Librarian

B. Davies

## Boards, Committees & Commissions

*Current as of March 31, 2020*

### Audit Committee

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

### Board of Variance

S. Nemeth (Chair)  
J. Chan  
R. Dhatt  
B. Felker  
G. Firdos

### Burnaby Public Library Board

J. Yu (Chair)  
G. Bilshen (Vice Chair)  
Councillor D. Johnston  
S. Bains  
C. Dong  
M. Foley  
E. Kashima  
L. Shore  
M. Yang

### Community Heritage Commission

Councillor C. Jordan (Chair)  
Councillor P. McDonell (Vice Chair)  
Councillor J. Wang  
Commissioner K. Alzner  
Commissioner S. Dayment (Alternate)  
D. Gillis  
R. Johnson  
R. Liu  
L. Loftus  
T. Marchioni  
H. Pride  
R. Whitehouse

### Environment Committee

Councillor J. Keithley (Chair)  
Councillor C. Jordan (Vice Chair)  
Councillor J. Wang  
M. Lumby  
T. Shushtarian  
C. Van Ginkel  
A. Zawadzki  
T. Vanderkop  
Trustee P. Cech  
J. Muir  
D. Wong  
D. Harford

### Executive Committee of Council

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

### Financial Management Committee

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

### International Relations &

#### Friendship Cities Committee

Councillor J. Wang (Chair)  
Councillor P. Calendino (Vice Chair)  
Councillor P. McDonell

### Parcel Tax Roll Review Panel

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

### Parks, Recreation & Culture Commission

Councillor P. McDonell (Chair)  
B. Larkin (Deputy Chair)  
Councillor S. Dhaliwal  
Commissioner K. Alzner  
Commissioner S. Dayment  
Commissioner J. Jang  
Commissioner R. Kent  
Commissioner C. Preston  
Commissioner D. Staschuk  
Trustee B. Brassington Jr.

**Planning & Development  
Committee**

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

**Public Safety Committee**

Councillor D. Johnston (Chair)  
Councillor J. Wang (Vice Chair)  
Councillor N. Volkow  
S. Baron  
M.D. Li  
P. Holden  
C. Redekop  
D. Dawson  
Trustee L. Hayes  
S. From  
L. Bruschetta  
A. Ediriweera  
T. N. Ali  
M. Gates

**Simon Fraser Liaison Committee**

Councillor P. Calendino  
Councillor S. Dhaliwal  
Councillor D. Johnston  
Councillor C. Jordan  
Councillor J. Keithley  
Councillor P. McDonell  
Councillor N. Volkow  
Councillor J. Wang

**Social Planning Committee**

Councillor C. Jordan (Chair)  
Councillor J. Keithley (Vice Chair)  
Councillor N. Volkow  
R. Fasciana  
E. Lubendo  
D. Mah  
M. Nelson  
Trustee P. Cech  
Antonia Beck  
Michel Pouliot  
Fraser Health Authority

**Traffic Safety Committee**

Councillor D. Johnston (Chair)  
Councillor P. McDonell (Vice Chair)  
Councillor J. Wang  
Trustee C. Cunningham  
L. Alifu  
G. Lai  
L. McQueen  
S. M. Nasiryan Sr.  
S. Tench  
P. Holden  
C. Redekop  
S. Chowdhury  
T. Webster  
K. Robb

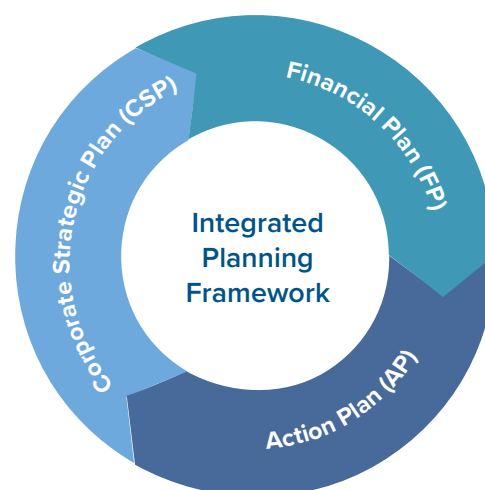
# Integrated Planning Framework



# 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.

The framework, comprised of three separate but complementary planning processes, results in a set of integrated plans that guide City 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 overall vision and goals of the City.



## 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 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 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.

## Key Results Areas

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 2019 Annual Financial Report, departments have outlined their achievements in Appendix A - Service Highlights.



# Financial Section

Audit Committee

Treasurer's Report

Auditor's 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





Deer Lake



## 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 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.

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Mayor

Mike Hurley (Chair)



Councillor

Sav Dhaliwal (Vice Chair)



Councillor

Pietro Calendino



Councillor

Joe Keithley



Councillor

Paul McDonell

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# Treasurer's Report



2020 May 11

## Mayor Mike Hurley and Members of Council,

I am pleased to present the 2019 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, 2019 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. 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, 2019, 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.

In 2019, the City concentrated its efforts on initiatives that impacted the community as a whole. In particular, the City focused on initiatives related to homelessness and affordable housing. A policy on rental use and zoning was developed and progress was made on the tenant assistance policy, which will provide the City of Burnaby with one of the strongest tenant protection policies in the country.

Furthermore in 2019, the City began key steps to address climate action change with the preliminary steps of establishing a City wide Climate Action Framework to help guide the City's operations and programs in reducing its carbon footprint.

As the City's population continues to grow, we are challenged with the increased demand for public programs, facilities and amenities. The City, over the years, through practical financial planning, has the reserve funds and reserves to fund the timely renewal and enhancement of key infrastructure to ensure citizens continue to receive quality service delivery. The Community Benefit Bonus program, whereby developers make contributions for additional density, will fund new and redeveloped public facilities and amenities mitigating the need for property taxation increases to fund these initiatives.

This year's financial statements include a subsequent event note that pertains to the COVID-19 pandemic declared by the World Health Organization (WHO) on March 11, 2020. The financial impact to the City is unknown at this time as the situation is dynamic and the ultimate duration and magnitude of the impact on the economy are not yet known. Therefore, an estimate of the financial impact on the City is not practical at this time.

## Financial Overview

### Consolidated Statement of Financial Position

#### Financial Position (\$ millions)

	2019 Actual	2018 Actual	Year Over Year Change
Net Financial Assets	1,610.7	1,564.6	46.1
Non-Financial Assets	2,916.8	2,850.0	66.8
<b>Accumulated Surplus</b>	<b>4,527.5</b>	<b>4,414.6</b>	<b>112.9</b>

The City's financial position continued to be healthy throughout 2019 with an annual surplus of \$112.9 million (2018 - \$367.2 million), bringing Accumulated Surplus to \$4,527.5 million. The accumulated surplus on the Consolidated Statement of Financial Position is a key measure of the City of Burnaby's financial strength and long-term sustainability. Accumulated surplus 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 \$1,610.7 million (2018 - \$1,564.6 million). Net Financial Assets denotes the City's ability to meet its future obligations. The increase in Net Financial Assets of \$46.1 million over the prior year is primarily due to investment activity and investment income.

Non-Financial Assets of \$2,916.8 million (2018 - \$2,850.0 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 \$66.8 million over the prior year primarily due to additions of capital assets.

### Consolidated Statement of Operations

#### Operations (\$ millions)

	2019 Budget (\$)	2019 Actual (\$)	2018 Actual (\$)	Budget Variance	Year Over Year Change
Revenues	668.1	585.9	808.2	(82.2)	(222.3)
Expenses	482.8	473.0	441.0	9.8	32.0
<b>Annual Surplus</b>	<b>185.3</b>	<b>112.9</b>	<b>367.2</b>	<b>(72.4)</b>	<b>(254.3)</b>

## Budget Variance

The Annual Surplus of \$112.9 million, which is the excess of revenues less expenditures, was less than the budget of \$185.3 million by \$72.4 million.

Consolidated revenue of \$585.9 million was lower than budgeted revenue by \$82.2 million, mainly due to lower than expected community benefit bonus revenues received from developers. This is offset by higher than expected contributed asset revenue, and higher than expected investment income from a larger investment portfolio.

Consolidated expenses of \$473.0 million across all City functions and services was lower than the budget by \$9.8 million predominantly due to savings from staff vacancies, lower than expected contracted and consulting services throughout various City operations, and lower than expected Metro Vancouver Cost of Water and Greater Vancouver Sewer & Drainage District levies as a result of lower overall consumption.

## Year over Year Change

Annual Surplus of \$112.9 million (2018 - \$367.2 million) is lower in 2019 compared to 2018 by \$254.3 million.

Consolidated revenue of \$585.9 million (2018 - \$808.2 million) decreased from the prior year by \$222.3 million mainly due to the City not receiving any contributions from developers through the Community Benefit Bonus Program. The decrease in community benefit bonus revenues is a result of changes in policy decisions and conditions in the regional real estate market.

Consolidated expenses of \$473.0 million (2018 - \$441.0 million) increased in 2019 from the prior year by \$32.0 million primarily due to increases in the collective agreement, RCMP contract costs, Greater Vancouver Sewer & Drainage District and Greater Vancouver Water District charges from less consumption, and general contract and inflationary escalations.

## Reserve Funds & 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 2019 is \$1,610.7 million (2018 - \$1,564.6 million).

Capital reserve funds and reserves account for the largest part of the City's financial portfolio at 93.4%. 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 by the City for new assets and to replace assets and infrastructure, as well as provide new community and social housing amenities through the City's Community Benefit Bonus Reserves to meet the needs of our growing City.

Burnaby's Community Benefit Bonus Program is a key means by which the City achieves new community amenities, including recreational and cultural facilities, space for non-profit service organizations and affordable and/or special needs housing, to serve our growing population within Burnaby, without having to raise property taxes to do so. As development continues, a number of amenities will be funded from this program and will include child care facilities, Fire Stations, Metrotown Events Centre, Burnaby Lake Aquatic & Arena Facility, Brentwood Community Space, Willingdon Community Center, Confederation Park Recreation Centre, Cameron Community Centre and Library, and South Burnaby Arena.

The City's strong reserves provide liquidity and flexibility to Council enabling it to advance capital projects and provide new programs and services to support Burnaby citizens. Council's 2020 - 2024 capital program is approximately \$1.5 billion. The total of all capital reserve funds and reserves balances is \$1.5 billion as of 2019 December 31 and are in place to fund the five year capital program without incurring external debt. Each year, funding is contributed to the capital replacement reserves. The City aims to keep the level of contribution aligned with depreciation expense. Furthermore, interest earnings on the capital reserve funds and reserves ensure the sustainability of the renewal and replacement of capital assets required to maintain and improve City services and programs as costs rise.

Operating reserves provide Council with the ability to maintain taxation stability and are dedicated to supporting operating needs thereby providing the City with working capital to meet unforeseen events. Forming 6.6% of the City's financial portfolio, they include allocated General, Waterworks Utility and Sanitary Sewer Operating Reserves including stabilization, insurance and snow removal. Interest earned on these reserves is contributed to general operations to reduce the impact of increases in property taxation to Burnaby citizens while maintaining and improving service standards.



## 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 2019, the investment portfolio earned an average annual yield of 3.16% (2018 - 3.16%) and generating a notable return of \$60.7 million (2018 - \$53.8 million). A portion of this return, \$4.0 million (2018 - \$3.5 million) of investment earnings, was allocated to the Development Cost Charges Reserve Funds which is reflected as deferred revenue and included in the consolidated statements as a liability.

In closing, under the direction and guidance of City Council, the City of Burnaby continues to show strong growth while executing its financial strategy of no debt and maintaining stabilized tax rates.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Noreen Kassam', with a stylized flourish at the end.

**Noreen Kassam, CPA, CGA**  
**Director Finance**



KPMG LLP  
PO Box 10426 777 Dunsmuir Street  
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, 2019;
- 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, 2019, 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.

KPMG LLP is a Canadian limited liability partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. KPMG Canada provides services to KPMG LLP.



### ***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 2019 Annual Municipal Report.

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 2019 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.



City of Burnaby  
Page 4

- 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.

A handwritten signature in black ink that reads 'KPMG LLP'. The signature is written in a cursive, flowing style and is underlined with a single horizontal stroke.

Chartered Professional Accountants

Vancouver, Canada  
April 27, 2020

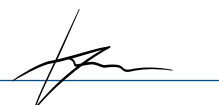
## Consolidated Statement of Financial Position

As at December 31, 2019, with comparative figures for 2018

	2019 Actual (\$)	2018 Actual (\$)
<b>Financial Assets</b>		
Cash and cash equivalents	81,364,170	50,207,797
Investments (Note 2)	1,696,328,413	1,659,166,744
<b>Accounts receivables:</b>		
Accrued interest	179,996,219	176,382,661
Taxes	6,767,631	8,060,719
Local improvement frontage tax	2,426,253	2,689,276
Other receivables (Note 3)	19,382,200	18,589,970
	208,572,303	205,722,626
<b>Total Financial Assets</b>	<b>1,986,264,886</b>	<b>1,915,097,167</b>
<b>Financial Liabilities</b>		
<b>Accounts payables and accrued liabilities (Note 4):</b>		
Due to other governments	25,718,958	21,656,073
Accounts payable	55,404,449	41,983,815
Accrued liabilities	19,076,830	18,388,598
	100,200,237	82,028,486
Deposits - damages, servicing and other	51,742,389	54,650,108
Deferred revenue (Note 5)	94,389,071	93,541,823
Development cost charges and restricted funds (Note 6)	129,232,081	120,268,683
<b>Total Financial Liabilities</b>	<b>375,563,778</b>	<b>350,489,100</b>
<b>Net Financial Assets</b>	<b>1,610,701,108</b>	<b>1,564,608,067</b>
<b>Non-Financial Assets</b>		
Tangible capital assets (Note 7 and Schedule 1)	2,911,454,589	2,844,926,185
Inventory of supplies	2,049,977	2,316,952
Prepaid expenses	3,329,380	2,749,537
<b>Total Non-Financial Assets</b>	<b>2,916,833,946</b>	<b>2,849,992,674</b>
<b>Accumulated Surplus (Note 8)</b>	<b>4,527,535,054</b>	<b>4,414,600,741</b>

Contingencies and Commitments (Note 11).  
 Subsequent Event (Note 18).  
 To be read in conjunction with the Notes to the  
 Consolidated Financial Statements.

Approved by:



Noreen Kassam, Director Finance, City of Burnaby



## Consolidated Statement of Operations and Accumulated Surplus

For the year ended December 31, 2019, with comparative figures for 2018

	2019 Budget (\$)	2019 Actual (\$)	2018 Actual (\$)
<b>Revenues</b>	<b>(Note 1 (B), 15)</b>		
Taxation revenue (Note 10)	300,767,700	301,884,363	289,221,800
Sales of goods and services	120,536,300	122,498,768	121,355,669
Investment income	47,462,800	56,666,253	50,343,609
Other revenue	53,148,000	57,475,268	77,467,261
Community benefit bonus	95,000,000	-	220,839,583
Contributed asset revenue	5,000,000	16,591,761	24,160,219
Transfers from other governments (Note 9)	31,964,600	30,765,664	24,824,154
Transfer from restricted funds and development cost charges (Note 6)	14,248,000	40,000	-
<b>Total Revenues</b>	<b>668,127,400</b>	<b>585,922,077</b>	<b>808,212,295</b>
<b>Expenses</b>			
General government services	92,234,100	87,466,153	71,602,169
Protective services	117,674,800	114,995,701	112,502,092
Transportation services	52,958,600	52,750,034	51,287,341
Environmental services	100,340,100	97,664,797	92,596,468
Development services	7,891,500	6,619,803	6,046,290
Parks, recreation and cultural services	111,735,900	113,491,276	106,984,419
<b>Total Expenses</b>	<b>482,835,000</b>	<b>472,987,764</b>	<b>441,018,779</b>
<b>Annual Surplus</b>	<b>185,292,400</b>	<b>112,934,313</b>	<b>367,193,516</b>
<b>Accumulated Surplus, Beginning of Year</b>	<b>4,414,600,741</b>	<b>4,414,600,741</b>	<b>4,047,407,225</b>
<b>Accumulated Surplus, End of Year</b>	<b>4,599,893,141</b>	<b>4,527,535,054</b>	<b>4,414,600,741</b>

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, 2019, with comparative figures for 2018

	2019 Budget (\$) (Note 1 (B), 15)	2019 Actual (\$)	2018 Actual (\$)
Annual surplus	185,292,400	112,934,313	367,193,516
Tangible capital assets			
Acquisition of tangible capital assets	(261,820,700)	(115,940,569)	(103,558,672)
Contributed tangible capital assets	(5,000,000)	(16,591,761)	(24,160,219)
Acquisition from land exchange	-	(15,647)	(2,589,474)
Amortization of tangible capital assets	58,728,300	64,961,015	59,596,630
Loss/(Gain) on sale of tangible capital assets	(1,000,000)	474,828	(12,714,922)
Proceeds on sale and exchange of tangible capital assets	7,200,000	583,730	15,633,597
Write-downs of tangible capital assets	-	-	82,442
	<b>(201,892,400)</b>	<b>(66,528,404)</b>	<b>(67,710,618)</b>
Changes in inventory of supplies	-	266,975	(432,512)
Changes in prepaid expenses	-	(579,843)	(174,618)
	-	<b>(312,868)</b>	<b>(607,130)</b>
<b>Increase in net financial assets</b>	<b>(16,600,000)</b>	<b>46,093,041</b>	<b>298,875,768</b>
<b>Net Financial Assets, Beginning of Year</b>	<b>1,564,608,067</b>	<b>1,564,608,067</b>	<b>1,265,732,299</b>
<b>Net Financial Assets, End of Year</b>	<b>1,548,008,067</b>	<b>1,610,701,108</b>	<b>1,564,608,067</b>

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

## Consolidated Statement of Cash Flow

For the year ended December 31, 2019, with comparative figures for 2018

	2019 Actual (\$)	2018 Actual (\$)
<b>Operating Transactions</b>		
Annual surplus	112,934,313	367,193,516
Non-cash items:		
Amortization of tangible capital assets	64,961,015	59,596,630
Contributed tangible capital assets	(16,591,761)	(24,160,219)
Loss/(Gain) on sale of tangible capital assets	474,828	(12,714,922)
Write-downs of tangible capital assets	-	82,442
	<b>161,778,395</b>	<b>389,997,447</b>
Changes in non-cash working capital:		
Accounts receivables	(2,849,677)	21,547,394
Accounts payables and accrued liabilities	18,171,751	8,856,694
Deposits - damage, servicing and other	(2,907,719)	(2,129,148)
Deferred revenue	847,248	34,002,812
Development cost charges and restricted funds	8,963,398	21,685,569
Inventory	266,975	(432,512)
Prepaid expenses	(579,843)	(174,618)
	<b>183,690,528</b>	<b>473,353,638</b>
<b>Capital Transactions</b>		
Tangible capital assets acquisitions	(115,940,569)	(103,558,672)
Proceeds on sale of tangible capital assets	568,083	13,044,123
	<b>(115,372,486)</b>	<b>(90,514,549)</b>
<b>Investing Transactions</b>		
Net change in investments	(37,161,669)	(345,004,417)
	<b>(37,161,669)</b>	<b>(345,004,417)</b>
<b>Increase in cash and cash equivalents</b>	<b>31,156,373</b>	<b>37,834,672</b>
<b>Cash and Cash Equivalents, Beginning of Year</b>	<b>50,207,797</b>	<b>12,373,125</b>
<b>Cash and Cash Equivalents, End of Year</b>	<b>81,364,170</b>	<b>50,207,797</b>
<b>Cash and Cash Equivalents, End of Year</b>		
Represented by:		
Cash	7,364,170	13,207,797
Cash equivalents	74,000,000	37,000,000
	<b>81,364,170</b>	<b>50,207,797</b>
<b>Non-Cash Transaction</b>		
Acquisition from land exchange	15,647	2,589,474

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 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 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, by bylaw, all or part of the amount to another reserve fund, provided that the nature of the reserve fund is used for the same purpose.

### B. Budget

Budget information reported in the consolidated financial statements represents the 2019 Consolidated Revenues & Expenditures component of the City of Burnaby 2019 - 2023 Financial Plan received by City Council on April 29, 2019, and adopted through Bylaw No. 14014 on May 13, 2019.

## 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 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 in which 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 1 each year. The City of Burnaby establishes property tax rates based on the assessed values provided by BCA to collect 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 2019, the value for taxable land and buildings, (excluding valuations for exempt properties) across all property classes was \$114.0 billion (2018 - \$105.1 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 funds are restricted by Council policy and held in defined capital reserves.

Council's Community Benefit Bonus Policy provides a framework through which developments, within a Town Centre area or on a pooled basis within the Civic Centre, provide contributions 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 Housing Fund for affordable and/or special needs housing. Interest income earned on the Community Benefit Bonus Reserve is retained within the reserves.

As these reserves 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 & Cash Equivalents

Cash and cash equivalents includes 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. Land is recorded at cost. 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, and General	2 to 25
Leasehold Improvements	Term of Lease

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.

Significant estimates include assumptions used in estimating provisions for the recoverability of receivables, accrued liabilities, contributed tangible capital assets, and performance of actuarial calculations of employee future benefits at the date of the consolidated financial statements and the associated 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, 2019, no liability for contaminated sites was recognized.

## 2. Investments

	2019		2018	
	Cost (\$)	Market Value (\$)	Cost (\$)	Market Value (\$)
Short-term investments	776,053,622	791,310,508	502,122,829	527,257,270
Long-term investments	920,274,791	1,127,055,270	1,157,043,915	1,326,792,925
<b>Total</b>	<b>1,696,328,413</b>	<b>1,918,365,778</b>	<b>1,659,166,744</b>	<b>1,854,050,195</b>

## 3. Other Accounts Receivables

	2019 (\$)	2018 (\$)
Community benefit bonus receivables	425	173,881
Federal and provincial governments	5,235,624	4,763,513
Other receivables	9,162,266	5,473,936
Third party receivables	2,019,271	4,010,631
Property management receivables	1,723,531	2,187,653
Development cost charge levy receivable	1,241,083	1,980,356
<b>Total</b>	<b>19,382,200</b>	<b>18,589,970</b>

## 4. Accounts Payables and Accrued Liabilities

	2019 (\$)	2018 (\$)
Trade and other liabilities	89,222,237	70,846,486
Employee future benefits (Note 13)	10,978,000	11,182,000
<b>Total</b>	<b>100,200,237</b>	<b>82,028,486</b>

## 5. Deferred Revenue

	2018 (\$)	Externally Restricted Inflows (\$)	Revenue Earned (\$)	2019 (\$)
Taxes and utilities	21,495,832	23,035,215	(21,495,832)	23,035,215
Parks and recreation fees	3,679,699	7,468,750	(7,269,333)	3,879,116
Future capital works	21,704,894	3,562,112	(5,221,763)	20,045,243
Other deferred revenue	46,661,398	17,035,432	(16,267,333)	47,429,497
<b>Total</b>	<b>93,541,823</b>	<b>51,101,509</b>	<b>(50,254,261)</b>	<b>94,389,071</b>

## 6. Development Cost Charges & Restricted Funds

	2019 (\$)	2018 (\$)
Balance at beginning of year	120,268,683	98,583,114
Contribution	4,988,725	18,238,868
Interest	4,014,673	3,446,701
Revenue recognized	(40,000)	-
<b>Total</b>	<b>129,232,081</b>	<b>120,268,683</b>



## 7. Tangible Capital Assets

### Assets

See Schedule 1 for details.

### Contributed Assets

Infrastructure contributed to the City totaled \$5,371,711 in 2019 (2018 - \$3,672,316) and was capitalized at fair value at the time of receipt; and Land contributed to the City totaled \$11,220,050 in 2019 (2018 - \$20,487,903).

### Assets Under Construction

Assets under construction having a value of approximately \$51,989,000 in 2019 (2018 - \$64,218,000) 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 were no write-downs of tangible capital assets during the year (2018 - \$82,442).

## 8. Accumulated Surplus

	2019 (\$)	2018 (\$)
<b>Accumulated Surplus Non-Financial Assets:</b>		
Tangible capital assets	2,911,454,589	2,844,926,185
Inventory of supplies	2,049,977	2,316,952
Prepaid expenses	3,329,380	2,749,537
<b>Total Accumulated Surplus Non-Financial Assets</b>	<b>2,916,833,946</b>	<b>2,849,992,674</b>
<b>Accumulated Surplus Net Financial Assets:</b>		
<b>Statutory Capital Reserve Funds</b>		
Corporate and Tax Sale Land Reserve Fund	295,067,787	306,786,875
Capital Asset Works Financing Reserve Fund	192,232,559	175,004,437
Equipment Replacement Reserve Fund	63,346,243	64,451,825
Other Statutory Capital Reserve Fund	17,203,111	16,590,778
Local Improvement Reserve Fund	15,548,730	14,835,901
Development Cost Charge Reserve Funds	9,590,527	9,316,293
<b>Statutory Capital Reserve Funds Total</b>	<b>592,988,957</b>	<b>586,986,109</b>
<b>Non-Statutory Capital Reserves</b>		
Community Benefit Bonus Reserves	654,975,148	649,563,246
Gaming Reserve	91,835,496	90,282,232
Sanitary Sewer Capital Reserve	85,626,952	81,057,629
Waterworks Utility Capital Reserve	58,818,039	53,489,048
Other Capital Reserves	19,767,920	16,262,922
<b>Non-Statutory Capital Reserves Total</b>	<b>911,023,555</b>	<b>890,655,078</b>
<b>Non-Statutory Operating Reserves</b>		
Other Operating Reserves	26,442,939	21,514,668
Stabilization Reserve	11,503,100	12,180,272
Snow Removal Reserve	9,363,761	8,984,532
<b>Non-Statutory Operating Reserves Total</b>	<b>47,309,800</b>	<b>42,679,471</b>
<b>Unappropriated Operating Surplus</b>		
Sanitary Sewer Reserve	24,026,761	20,593,773
Waterworks Utility Reserve	22,322,550	16,721,512
General Revenue Reserve	13,029,485	6,972,124
<b>Unappropriated Operating Surplus Total</b>	<b>59,378,796</b>	<b>44,287,409</b>
<b>Total Accumulated Surplus Net Financial Assets</b>	<b>1,610,701,108</b>	<b>1,564,608,067</b>
<b>Total Accumulated Surplus</b>	<b>\$4,527,535,054</b>	<b>\$4,414,600,741</b>

## 9. Transfers From Other Governments

	2019 (\$)	2018 (\$)
Transfers from federal government	3,560,695	2,051,215
Transfers from provincial government	17,104,133	19,241,497
Transfers from regional and local governments	10,100,836	3,531,442
	<b>30,765,664</b>	<b>24,824,154</b>

## 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.

	2019 (\$)	2018 (\$)
<b>Taxes Collected:</b>		
General Purposes	283,489,422	270,532,072
Collections for Other Governments	248,299,910	226,853,583
Sanitary Sewer Parcel Tax	18,394,941	18,689,728
	<b>550,184,273</b>	<b>516,075,383</b>
<b>Less Transfers to Other Governments:</b>		
Province of British Columbia - School Taxes	193,742,446	177,049,303
Greater Vancouver Regional District	6,183,625	5,720,651
Greater Vancouver Transportation Authority	41,517,944	37,544,747
BC Assessment Authority	6,363,164	6,060,363
Municipal Finance Authority	30,697	27,369
Hastings Street Business Improvement Area	270,504	265,200
North Road Business Improvement Area	191,530	185,950
	<b>248,299,910</b>	<b>226,853,583</b>
<b>Taxation Revenue</b>	<b>301,884,363</b>	<b>289,221,800</b>

# 11. Contingencies and Commitments

A. At December 31, 2019 the balance of the outstanding contracts for capital and other expenditures is estimated at \$96.2 million (2018 - \$46.3 million). These amounts are not accrued in the financial statements:

	Millions
2020	73.0
2021	21.9
2022	0.8
2023	0.3
2024	0.2
	<b>96.2</b>

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 \$128,489,190 (2018 - \$118,782,901) and restricted accounts receivable of \$742,891 (2018 - \$1,485,782).

D. The City holds irrevocable letters of credit in the aggregate amount of \$185.8 million (2018 - \$188.5 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 \$3.1 million during the year (2018 - \$3.1 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, 2018, the plan has about 205,000 active members and approximately 101,000 retired members. Active members include approximately 2,462 contributors from the City (2018 - 2,406 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 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 \$16,541,212 for employer contributions to the plan in fiscal 2019 (2018 - \$15,856,567). Employees paid \$13,833,121 for employee contributions to the plan in fiscal 2019 (2018 - \$13,502,535).

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.

<b>Accrued Benefit Liability</b>	<b>2019 (\$)</b>	<b>2018 (\$)</b>
Balance at Beginning of Year	11,182,000	11,412,000
Current Service Cost	733,000	772,000
Interest Cost	341,000	322,000
Actual Benefits Paid	(1,154,000)	(1,112,000)
Amortization of Net Actuarial Gain	(124,000)	(111,000)
Plan Amendment	-	(101,000)
<b>Accrued Benefit Liability, End of Year</b>	<b>10,978,000</b>	<b>11,182,000</b>

An actuarial estimate for these benefits was performed to estimate the City's accrued benefit obligation as at December 31, 2019. The difference between the actuarially determined accrued benefit liability estimate of \$10,978,000 and the accrued benefit obligation of \$11,061,000 as at December 31, 2019, is an unamortized net actuarial loss of \$83,000.

	<b>2019 (\$)</b>	<b>2018 (\$)</b>
Accrued Benefit Liability - End of Year	10,978,000	11,182,000
Unamortized Net Actuarial (Gain) / Loss	83,000	(956,000)
<b>Accrued Benefit Obligation, End of Year</b>	<b>11,061,000</b>	<b>10,226,000</b>

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

	<b>2019</b>	<b>2018</b>
Discount rate (%)	2.50	3.25
Expected wage and salary inflation (%)	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.

2019	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
<b>Revenues</b>											
Taxation revenue	(283,489)	-	-	-	-	(18,395)	-	-	-	-	(301,884)
Sales of goods and services	(542)	(670)	(3,285)	(5,078)	(55,800)	(25,998)	(99)	(31,027)	-	-	(122,499)
Investment income	(5,873)	-	-	-	-	-	-	-	(48)	(50,745)	(56,666)
Other revenue	(22,470)	(1,618)	(1,834)	(2,789)	(15)	-	(23,766)	(1,586)	(1,331)	(2,066)	(57,475)
Contributed asset revenue	-	-	-	-	-	-	-	-	-	(16,592)	(16,592)
Transfers from other governments	(2,453)	(2,387)	(10,099)	-	-	-	(36)	(548)	-	(15,243)	(30,766)
Transfer from restricted funds & development cost charges	-	-	-	-	-	-	-	-	-	(40)	(40)
	<b>(314,827)</b>	<b>(4,675)</b>	<b>(15,218)</b>	<b>(7,867)</b>	<b>(55,815)</b>	<b>(44,393)</b>	<b>(23,901)</b>	<b>(33,161)</b>	<b>(1,379)</b>	<b>(84,686)</b>	<b>(585,922)</b>
<b>Expenses</b>											
Compensation	41,706	51,329	21,170	8,153	3,954	3,198	13,383	62,780	11,050	-	216,723
Policing contract	-	48,931	-	-	-	-	-	-	-	-	48,931
General services	21,086	3,856	6,269	3,676	2,361	3,938	120	8,332	377	-	50,015
Materials & supplies	1,616	684	3,353	298	622	454	66	7,722	607	-	15,422
Equipment & related operating costs	6,219	1,728	(2,743)	5,290	842	783	275	2,131	180	-	14,705
Gas & electricity	84	224	1,600	50	154	113	12	2,493	170	-	4,900
Greater Vancouver refuse disposal	1	-	-	2,937	-	-	-	31	-	-	2,969
GVS & DD Levy	-	-	974	-	-	23,815	-	-	-	-	24,789
GVWD - cost of water	-	-	-	-	28,680	-	-	-	-	-	28,680
Amortization/loss on disposals	10,964	2,107	29,006	-	6,163	2,951	97	12,868	1,698	-	65,854
	<b>81,676</b>	<b>108,859</b>	<b>59,629</b>	<b>20,404</b>	<b>42,776</b>	<b>35,252</b>	<b>13,953</b>	<b>96,357</b>	<b>14,082</b>	<b>-</b>	<b>472,988</b>
	<b>(233,151)</b>	<b>104,184</b>	<b>44,411</b>	<b>12,537</b>	<b>(13,039)</b>	<b>(9,141)</b>	<b>(9,948)</b>	<b>63,196</b>	<b>12,703</b>	<b>(84,686)</b>	<b>(112,934)</b>

## 14. Segmented Information (\$ Thousands) Continued

2018	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
<b>Revenues</b>											
Taxation revenue	(270,532)	-	-	-	-	(18,690)	-	-	-	-	(289,222)
Sales of goods and services	(527)	(654)	(3,372)	(5,233)	(55,119)	(25,712)	(129)	(30,610)	-	-	(121,356)
Investment income	(5,435)	-	-	-	-	-	-	-	(44)	(44,865)	(50,344)
Other revenue	(20,107)	(1,316)	(2,919)	(2,523)	(1)	-	(31,999)	(1,522)	(482)	(16,598)	(77,467)
Community benefit bonus	-	-	-	-	-	-	-	-	-	(220,840)	(220,840)
Contributed asset revenue	-	-	-	-	-	-	-	-	-	(24,160)	(24,160)
Transfers from other governments	(393)	(2,454)	(3,491)	-	-	-	-	(162)	(477)	(17,847)	(24,824)
	<b>(296,994)</b>	<b>(4,424)</b>	<b>(9,782)</b>	<b>(7,756)</b>	<b>(55,120)</b>	<b>(44,402)</b>	<b>(32,128)</b>	<b>(32,294)</b>	<b>(1,003)</b>	<b>(324,310)</b>	<b>(808,213)</b>
<b>Expenses</b>											
Compensation	35,788	49,384	20,214	7,744	3,524	2,680	13,108	58,805	10,716	-	201,963
Policing contract	-	48,664	-	-	-	-	-	-	-	-	48,664
General services	12,386	3,766	5,754	3,569	1,913	3,453	293	7,585	307	-	39,026
Materials & supplies	1,836	602	2,990	302	408	372	60	8,115	621	-	15,306
Equipment & related operating costs	5,924	1,606	(2,385)	5,208	633	582	251	1,960	189	-	13,968
Gas & electricity	113	229	1,933	46	157	114	-	2,484	171	-	5,247
Greater Vancouver refuse disposal	-	-	-	2,749	-	-	-	34	-	-	2,783
GVS & DD Levy	-	-	1,520	-	-	22,477	-	-	-	-	23,997
GVWD - cost of water	-	-	-	-	27,843	-	-	-	-	-	27,843
Amortization/loss on disposals	10,869	1,944	27,290	-	5,577	2,803	36	12,032	1,671	-	62,222
	<b>66,916</b>	<b>106,195</b>	<b>57,316</b>	<b>19,618</b>	<b>40,055</b>	<b>32,481</b>	<b>13,748</b>	<b>91,015</b>	<b>13,675</b>	<b>-</b>	<b>441,019</b>
	<b>(230,078)</b>	<b>101,771</b>	<b>47,534</b>	<b>11,862</b>	<b>(15,065)</b>	<b>(11,921)</b>	<b>(18,380)</b>	<b>58,721</b>	<b>12,672</b>	<b>(324,310)</b>	<b>(367,194)</b>

The City's segments are defined as follows:

### **A. General Government & 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 of the City Manager's Office and Finance operations (Business Advisory Services, Budgets & Reporting, Financial Services, Purchasing, Revenue Services, and Treasury Services), Information Technology, Human Resource management, 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 & 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 & 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 & 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 13, 2019 (Bylaw #14014) to the budget figures reported in these consolidated financial statements.

Operating budget:	Budget Amount (\$)*
Revenues	668,127,400
Expenses	482,835,000
Annual surplus per statement of operations	185,292,400
Less: capital expenditures	(254,620,700)
Add: proposed internal transfers	69,328,300
<b>Balanced budget</b>	<b>-</b>

\*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)	2020	2021	2022	2023	2024	Thereafter	Total
Rental / Land Lease Revenue	4.5	3.4	3.0	2.5	2.1	7.0	22.5
Advertising Revenue	0.7	0.7	0.7	0.7	0.7	2.3	5.8
Other Revenue	4.4	0.3	0.4	0.3	0.3	0.0	5.7
<b>Total</b>	<b>9.6</b>	<b>4.4</b>	<b>4.1</b>	<b>3.5</b>	<b>3.1</b>	<b>9.3</b>	<b>34.0</b>

The City is entitled to receive revenue from other agreements. The revenue from these 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.



## 18. Subsequent Event

Subsequent to December 31, 2019, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This situation presents uncertainty over the City's future cash flows, and may have a significant impact on the City's future operations. Potential impacts on the City's business could include future decreases in revenue, impairment of investments or reduction in investment income, and delays in completing capital project work. As the situation is dynamic and the ultimate duration and magnitude of the impact on the economy are not known, an estimate of the financial effect on the City is not practicable at this time.

## Schedule 1

### Consolidated Schedule of Tangible Capital Assets

As at December 31, 2019 (\$ 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	125,395	5,110	(48)	130,457	-	-	-	-	130,457
Land Under Roads	1,126,684	5,589	18	1,132,291	-	-	-	-	1,132,291
Land Civic Use	464,648	4,469	31	469,148	-	-	-	-	469,148
Land Improvements	169,085	10,285	(505)	178,865	(74,455)	444	(5,408)	(79,419)	99,446
Buildings	301,963	20,209	(757)	321,415	(138,987)	580	(8,422)	(146,829)	174,586
Infrastructure - Drainage	233,439	14,540	(76)	247,903	(92,217)	46	(3,754)	(95,925)	151,978
Infrastructure - Roads	811,257	32,061	(291)	843,027	(526,275)	252	(18,505)	(544,528)	298,499
Infrastructure - Sewers	156,578	13,160	(263)	169,475	(69,176)	171	(2,690)	(71,695)	97,780
Infrastructure - Water	280,422	11,916	(1,523)	290,815	(81,791)	1,064	(5,703)	(86,430)	204,385
Vehicles & Mobile Equipment	70,898	7,450	(3,893)	74,455	(42,924)	3,704	(5,978)	(45,198)	29,257
Technology & Telephony	103,130	13,955	(10,178)	106,907	(57,130)	10,178	(10,080)	(57,032)	49,875
Furniture, Fixtures & Equipment	28,802	5,335	(3,495)	30,642	(11,796)	3,483	(4,117)	(12,430)	18,212
Leasehold Improvements	4,693	698	(150)	5,241	(1,535)	150	(304)	(1,689)	3,552
	<b>3,876,994</b>	<b>144,777</b>	<b>(21,130)</b>	<b>4,000,641</b>	<b>(1,096,286)</b>	<b>20,072</b>	<b>(64,961)</b>	<b>(1,141,175)</b>	<b>2,859,466</b>
Asset Under Construction	64,218	(12,229)	-	51,989	-	-	-	-	51,989
<b>Total</b>	<b>3,941,212</b>	<b>132,548</b>	<b>(21,130)</b>	<b>4,052,630</b>	<b>(1,096,286)</b>	<b>20,072</b>	<b>(64,961)</b>	<b>(1,141,175)</b>	<b>2,911,455</b>

## Consolidated Schedule of Tangible Capital Assets

As at December 31, 2018 (\$ 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	116,896	8,502	(3)	125,395	-	-	-	-	125,395
Land Under Roads	1,117,748	10,837	(1,901)	1,126,684	-	-	-	-	1,126,684
Land Civic Use	451,681	13,038	(71)	464,648	-	-	-	-	464,648
Land Improvements	160,668	13,692	(5,275)	169,085	(74,657)	5,275	(5,073)	(74,455)	94,630
Buildings	290,894	11,290	(221)	301,963	(131,273)	99	(7,814)	(138,988)	162,975
Infrastructure - Drainage	226,692	7,228	(481)	233,439	(88,985)	348	(3,580)	(92,217)	141,222
Infrastructure - Roads	784,629	27,238	(610)	811,257	(509,047)	475	(17,704)	(526,276)	284,981
Infrastructure - Sewers	153,361	3,846	(629)	156,578	(67,120)	461	(2,517)	(69,176)	87,402
Infrastructure - Water	268,973	12,304	(855)	280,422	(77,073)	616	(5,333)	(81,790)	198,632
Vehicles & Mobile Equipment	64,783	9,780	(3,665)	70,898	(40,996)	3,437	(5,365)	(42,924)	27,974
Technology & Telephony	112,819	11,114	(20,803)	103,130	(69,705)	20,803	(8,227)	(57,129)	46,001
Furniture, Fixtures & Equipment	34,243	7,869	(13,310)	28,802	(21,359)	13,309	(3,746)	(11,796)	17,006
Leasehold Improvements	4,693	-	-	4,693	(1,297)	-	(238)	(1,535)	3,158
	<b>3,788,080</b>	<b>136,738</b>	<b>(47,824)</b>	<b>3,876,994</b>	<b>(1,081,512)</b>	<b>44,823</b>	<b>(59,597)</b>	<b>(1,096,286)</b>	<b>2,780,708</b>
Asset Under Construction	70,648	(6,430)	-	64,218	-	-	-	-	64,218
<b>Total</b>	<b>3,858,728</b>	<b>130,308</b>	<b>(47,824)</b>	<b>3,941,212</b>	<b>(1,081,512)</b>	<b>44,823</b>	<b>(59,597)</b>	<b>(1,096,286)</b>	<b>2,844,926</b>

# Statistical Section

## Miscellaneous Statistics

- Population
- Business Distribution by Sector
- Building Permits
- Top Employers

## Taxation

- Tax Levy and Outstanding Balances
- Assessed Values of Land & Total Improvements
- Property Tax Collections
- Taxes from New Growth
- Taxes Paid to Other Authorities
- Average Residential Assessment
- Flat Rates

## Financial Statistics

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

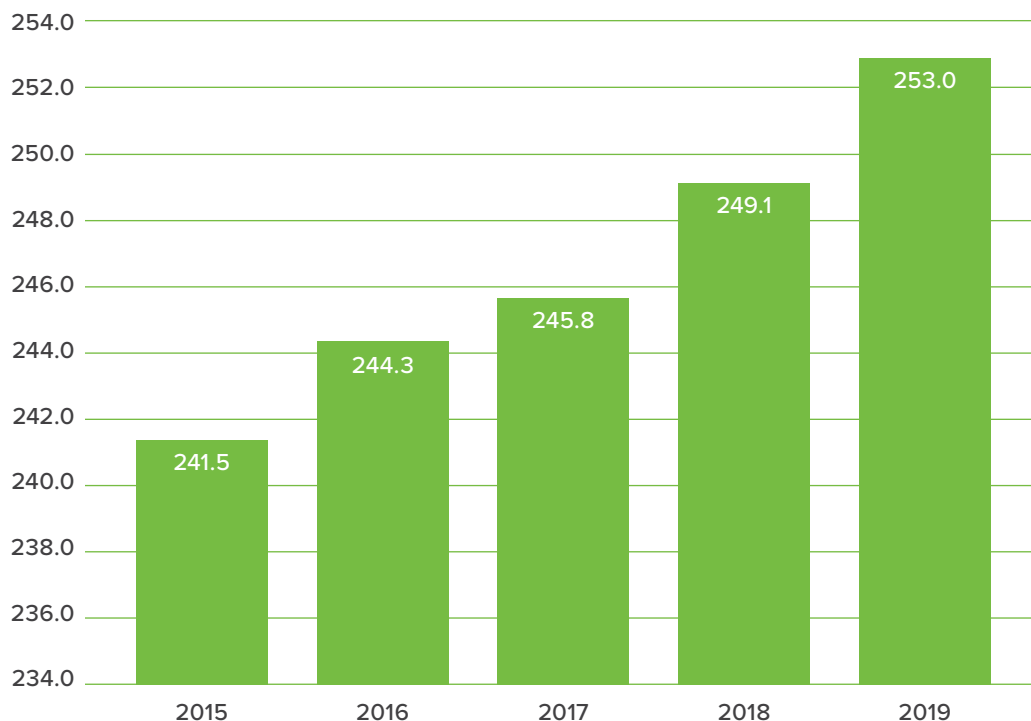




Rhododendrons at Deer Lake Park

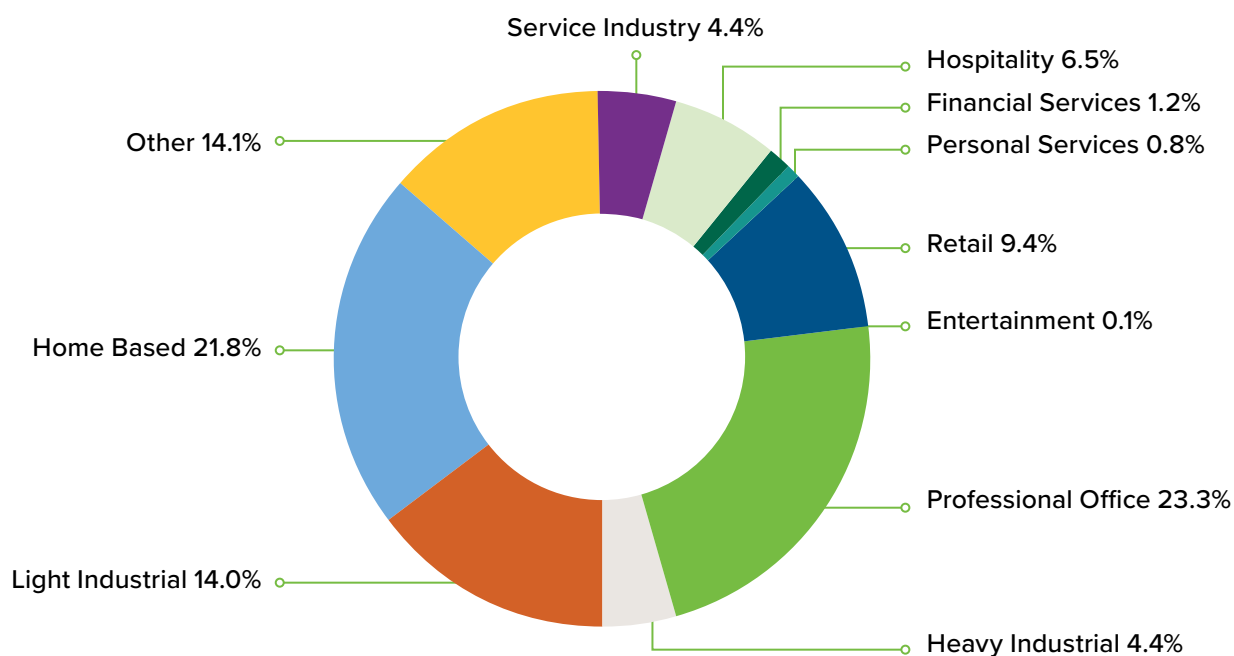
## Miscellaneous Statistics

Population (thousands)



Source: British Columbia Municipal Population Estimates 2011-2019

## Burnaby's Business Distribution by Sector\*

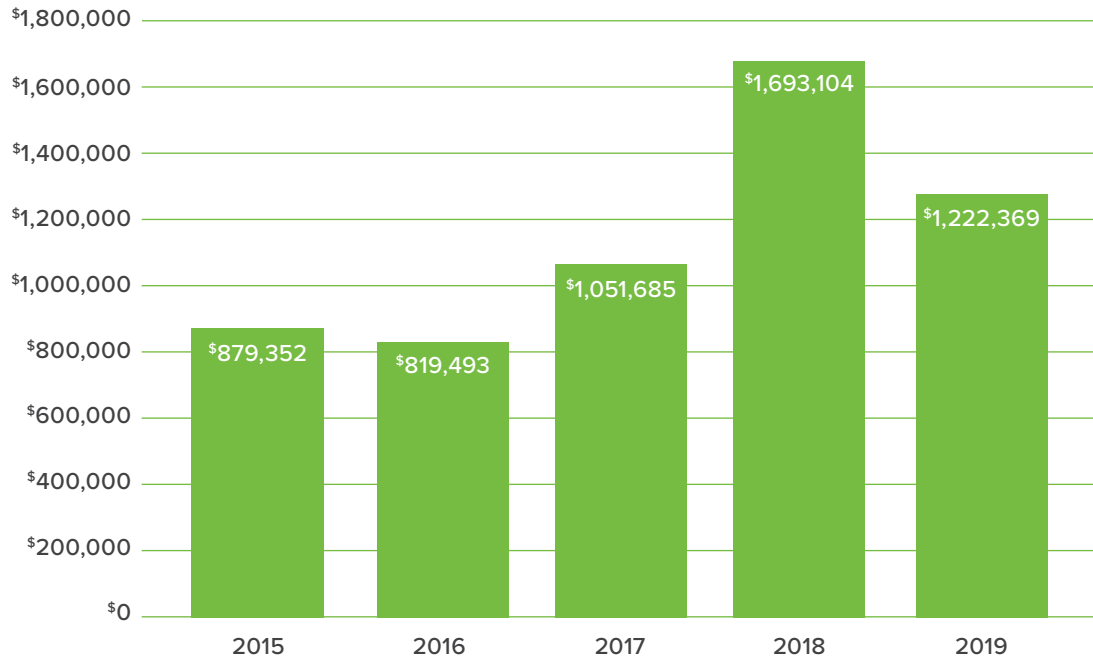


\*Based on 2019 business licence listing

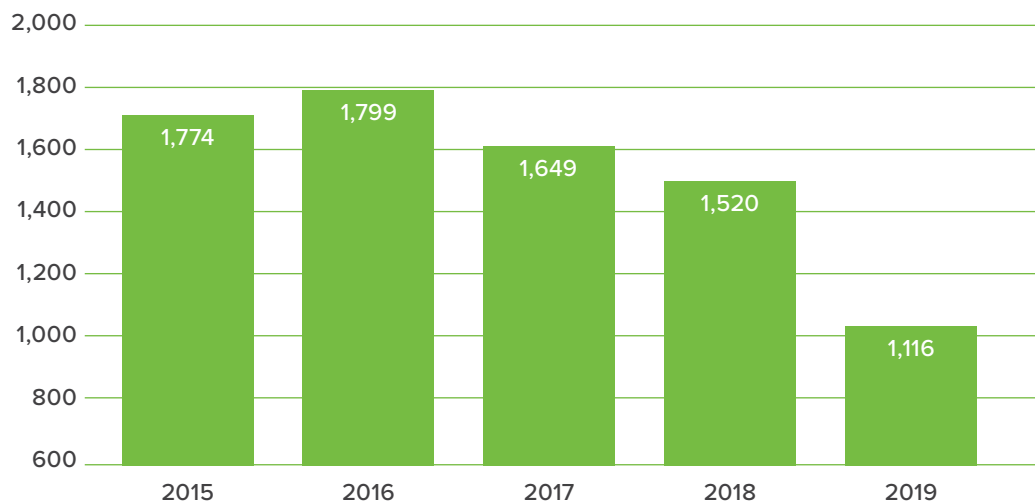
Source: City of Burnaby - Public Safety & Community Services Department

## Building Permits

Value of Building Permits Issued (\$ thousands)



Number of Building Permits Issued



Source: City of Burnaby - Planning & Building Department



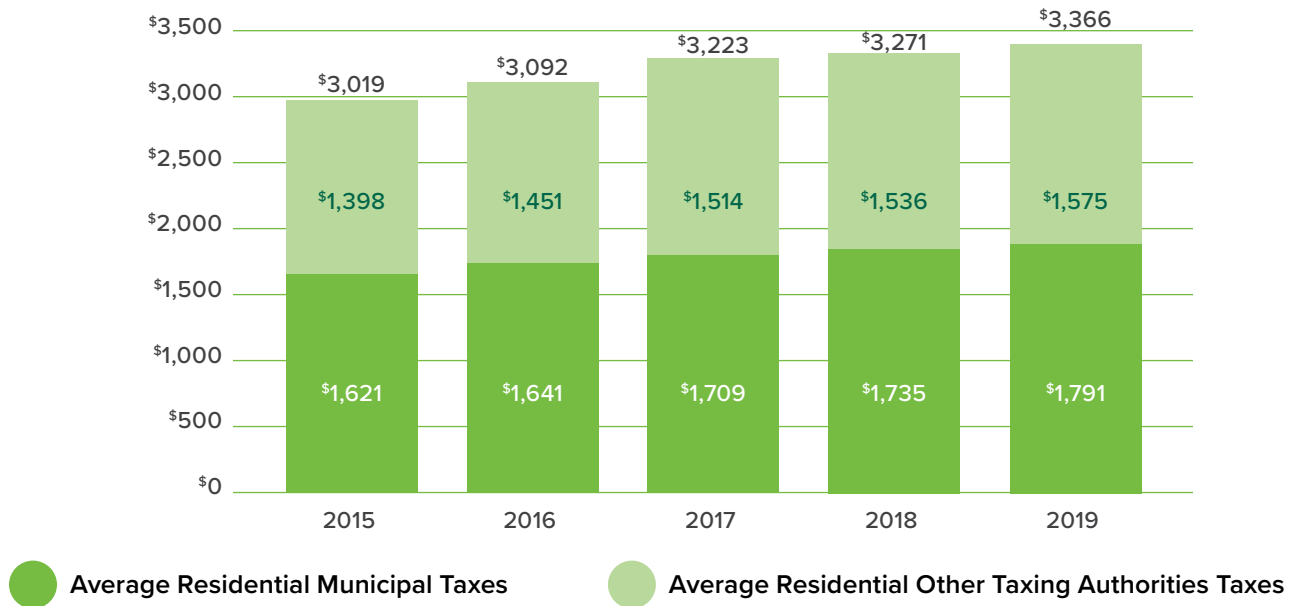
## Burnaby's Top Employers 2019

Company	# of Employees
BC Housing Management Commission	745
Best Buy Canada Ltd	5,656
British Columbia Automotive Association (BCAA)	1,113
British Columbia Institute of Technology (BCIT)	1,904
Clio	243
Fortinet Technologies (Canada) ULC	1,059
Hemmera Envirochem Inc	212
Interfor Corporation	1,171
R.F. Binnie & Associates Ltd	192
Simon Fraser University	3,028

Source: 2019 BC's Top Employers

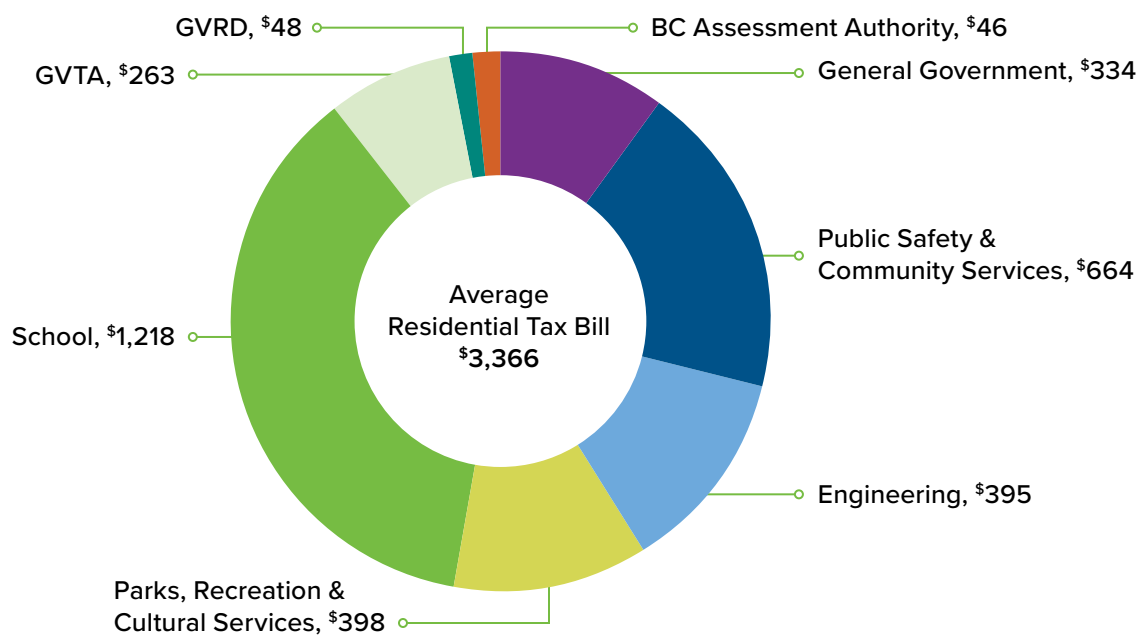
# Taxation

## Average Residential Property Taxes\*



\*Figures based on gross residential assessments, including new growth

## 2019 Average Residential Tax Bill\*\*



\*\*Based on average residential dwelling with an assessed value of \$1,184,699  
Source: City of Burnaby - Finance Department

# STATISTICAL SECTION | TAXATION

<b>Tax Levy and Outstanding Balances (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Municipal Tax Levy (including parcel taxes)	250,609	259,320	268,561	280,517	293,498
Tax Levy per Capita*	1,038	1,061	1,093	1,126	1,160
Current Taxes Collected	249,290	257,007	265,312	276,998	291,096
Percentage of Current Taxes Collected to Tax Levy	99.47%	99.11%	98.79%	98.75%	99.18%
Current Taxes Outstanding as at December 31	1,319	2,313	3,249	3,519	2,402
<b>Total Taxes Outstanding per Capita*</b>	<b>5.46</b>	<b>9.47</b>	<b>13.22</b>	<b>14.13</b>	<b>9.49</b>

\*Prior year has been restated based on provincial revised population figures. Source: British Columbia Population Estimates.

<b>Assessed Values of Land and Improvements (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Land	42,909	51,566	72,269	83,224	91,195
Improvements	18,352	20,449	21,603	21,941	22,880
<b>Total Assessed Value of Land and Improvements</b>	<b>61,261</b>	<b>72,015</b>	<b>93,872</b>	<b>105,165</b>	<b>114,075</b>

<b>Property Tax Collection - All Government Bodies (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
	425,070	442,908	461,337	487,166	520,635

<b>Grants in Lieu of Taxes - All Bodies - (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
	6,278	6,552	6,324	6,751	6,869

<b>Taxes from New Growth (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
	3,165	2,473	2,991	7,019	4,527

<b>Taxes Paid to Other Authorities (\$ thousands)**</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Province of BC - School Taxes	151,369	159,089	166,110	177,049	193,742
Greater Vancouver Transit Authority	32,990	34,190	34,864	37,545	41,518
Greater Vancouver Regional District	4,403	4,706	4,857	5,721	6,184
British Columbia Assessment Authority	5,088	5,432	5,694	6,060	6,363
Municipal Finance Authority	16	19	24	27	31
<b>Total Taxes Paid to Other Authorities</b>	<b>193,866</b>	<b>203,436</b>	<b>211,549</b>	<b>226,402</b>	<b>247,838</b>

\*\*includes Grants in Lieu of Taxes

<b>Average Residential Assessment - net of new growth (\$ thousands)</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
All Residential	705	827	1,064	1,152	1,176
Single Family Dwelling	990	1,210	1,643	1,640	1,585
Strata	379	398	497	585	652

Source: City of Burnaby - Finance Department

## Flat Rates (\$)

Flat Water Rates - paid by the due date	2015	2016	2017	2018	2019
Detached Single Family Dwelling	561	572	578	578	590
Two Family Dwelling Per Unit	421	429	434	434	442
Multiple Family Dwelling Per Unit	322	329	332	332	339

Flat Sewer Parcel Rates - paid by the due date	2015	2016	2017	2018	2019
Municipal Installed	528	536	541	541	552
Sub-Divider Installed	264	268	271	271	276

Flat Sewer Use Rates - paid by the due date	2015	2016	2017	2018	2019
Strata Lot (not part of a duplex)	286	290	293	293	299
Multiple Family Dwelling Per Unit, including Strata (not part of a duplex)	286	290	293	293	299
Two Family Dwelling Per Unit, including Strata (forming part of a duplex)	132	134	135	135	138

Source: City of Burnaby - Finance Department

# Financial Statistics

## Expenses by Function

Expenses (\$ thousands)	2015	2016	2017	2018	2019
General Government Services	59,745	65,944	67,301	71,602	87,466
Protective Services	100,127	104,492	104,873	112,502	114,996
Transportation Services	55,681	58,705	60,069	51,287	52,750
Environmental Services	80,652	82,735	89,124	92,597	97,665
Development Services	5,601	6,336	6,003	6,046	6,620
Parks, Recreation & Cultural Services	91,469	95,458	103,176	106,985	113,491
<b>Total Expenses by Function</b>	<b>393,275</b>	<b>413,670</b>	<b>430,546</b>	<b>441,019</b>	<b>472,988</b>

## Expenses by Object

Expenses (\$ thousands)	2015	2016	2017	2018	2019
Compensation	182,721	188,568	195,664	201,963	216,723
Policing Contract	42,155	44,529	43,704	48,664	48,931
General Services	28,085	33,224	36,513	39,026	50,015
Materials & Supplies	11,550	12,945	14,585	15,306	15,422
Equipment & Related Operating Costs	11,048	11,162	12,590	13,968	14,705
Gas & Electricity	5,132	5,246	5,469	5,247	4,900
Greater Vancouver Refuse Disposal Fees	3,357	3,164	2,816	2,783	2,969
Greater Vancouver Sewerage & Drainage Fees	20,075	20,966	22,505	23,997	24,789
Greater Vancouver Cost of Water	26,159	25,865	26,983	27,843	28,680
Depreciation	62,993	68,001	69,717	62,222	65,854
<b>Total Expense by Object</b>	<b>393,275</b>	<b>413,670</b>	<b>430,546</b>	<b>441,019</b>	<b>472,988</b>

Source: City of Burnaby - Finance Department

## Revenue by Source

Revenue (\$ thousands)	2015	2016	2017	2018	2019
Taxation Revenue	259,025	268,394	277,180	289,222	301,884
Sales of Goods and Services	106,838	110,825	117,588	121,356	122,499
Investment Income	39,046	41,192	42,135	50,344	56,666
Other Revenue	45,405	53,749	77,297	77,467	57,475
Community Benefit Bonus	39,857	85,029	135,804	222,840	-
Contributed Asset Revenue	6,583	18,178	13,841	24,160	16,592
Transfer from Other Governments	21,616	20,703	21,567	24,824	30,766
Transfer from Restricted Funds & Development Cost Charges	3,104	3,900	2,536	-	40
<b>Total Revenue by Source</b>	<b>521,474</b>	<b>601,970</b>	<b>687,948</b>	<b>808,213</b>	<b>585,922</b>

## Financial Highlights

(\$ thousands)	2015	2016	2017	2018	2019
Annual Surplus	128,199	188,300	257,402	367,194	112,934
Accumulated Surplus	3,601,705	3,790,005	4,047,407	4,414,601	4,527,535
Acquisition of Tangible Capital Assets	90,241	94,770	112,102	103,559	115,941
Net Book Value of Tangible Capital Assets	2,671,300	2,716,439	2,777,216	2,844,926	2,911,455
Net Financial Assets	926,726	1,068,200	1,265,732	1,564,608	1,610,701

Source: City of Burnaby - Finance Department

## City of Burnaby Annual Returns

City of Burnaby Annual Returns (%)	2015	2016	2017	2018	2019
30-Year Canada's Bond Average	2.19%	1.92%	2.28%	2.36%	1.80%
10-Year Canada's Bond Average	1.52%	1.25%	1.78%	2.28%	1.59%
Prime Rate Average	2.79%	2.70%	2.90%	3.60%	3.95%
City of Burnaby Annual Return	3.91%	3.62%	3.22%	3.16%	3.16%

Source: City of Burnaby - Finance Department

# Permissive Exemptions







## PERMISSIVE EXEMPTIONS

Annually, in accordance with Section 227 of the Community Charter, public notice must be provided for two consecutive weeks prior to adoption of the City of Burnaby Annual Taxation Exemption Bylaws. The purpose of these bylaws is to grant property taxation exemptions to the following properties with land and/or improvements for the period of one year. The annual public notice is found on the City website and in the local newspaper. The 2019 permissive exemption list is provided for information purposes.

Civic Address	Organization	Actual Tax Exemption for 2019		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
4600 Parker St	Alpha Secondary School Site	177,489	157,384	334,873
6990 Aubrey St	Lochdale Elementary School Site	26,104	23,147	49,251
<b>7355 Canada Way</b>	<b>Edmonds Community Resource Centre</b>			
	St. Matthews Day Care Society	2,582	2,270	4,853
	Deaf Children's Society of BC	4,149	3,679	7,828
	Burnaby School Board-Adult Learning Centre	2,714	2,406	5,120
	Canadian Mental Health Association	2,725	2,417	5,142
	Canadian Red Cross Fraser Region Burnaby Branch	2,714	2,406	5,120
	Immigrant Services Society of BC	2,111	1,872	3,983
	Afghan Women's Support Society	1,562	1,385	2,948
	Burnaby Family Life	1,535	1,349	2,884
9048 Stormont Ave	Pacific Assistance Dogs Society (Partial Exemption)	3,885	3,445	7,331
6650 Southoaks Cres	Community Centred College for the Retired	17,810	15,793	33,602
7858 Hilda St	Twelfth Avenue Elementary School Fields	1,451	1,276	2,727
7866 Hilda St	Twelfth Avenue Elementary School Fields	1,451	1,276	2,727
7872 Hilda St	Twelfth Avenue Elementary School Fields	1,451	1,276	2,727
7615 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7625 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7635 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7645 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7655 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7665 Hedge Ave	Twelfth Avenue Elementary School Fields	621	2,499	3,120
7675 Hedge Ave	Twelfth Avenue Elementary School Fields	794	3,199	3,993
6140 McKercher Ave.	Burnaby Family Life Institute	2,916	2,564	5,480
<b>2101 Holdom Ave</b>	<b>Holdom Community Resource Centre</b>			
	Burnaby Family Life Institute	801	710	1,511
	Burnaby Family Life Institute	933	827	1,760
	Burnaby Family Life Institute	831	737	1,568
	Burnaby Family Life Institute	313	278	591
	Community Living Society	409	363	772
	Community Living Society	659	585	1,244
	Community Living Society	267	237	504

		Actual Tax Exemption for 2019		
Civic Address	Organization	General Tax (\$)	School & Others (\$)	Total Tax (\$)
	Community Living Society	999	886	1,885
	Community Living Society	558	495	1,052
	Burnaby Volunteer Centre Society	1,000	887	1,886
	Burnaby Volunteer Centre Society	1,134	1,006	2,140
	Dixon Transition Society	1,134	1,006	2,140
	Dixon Transition Society	1,008	894	1,903
	Dixon Transition Society	993	881	1,874
<b>2055 Rosser Ave</b>	<b>Brenwood Community Resource Centre</b>			
	Burnaby Community Services Society	2,799	2,482	5,282
	Meals on Wheels	3,147	2,791	5,938
	YMCA of Greater Vancouver	1,243	1,103	2,346
	MOSAIC Immigrant Services	2,029	1,799	3,827
	Burnaby Seniors Outreach Services Society	293	260	552
<b>4460 Beresford St</b>	<b>Metrotown Community Resource Centre</b>			
	Burnaby Neighbourhood House	26,886	23,840	50,726
	BC Centre for Ability	3,763	3,337	7,099
	YMCA Childcare Resource & Referral Program	2,269	2,012	4,282
	National Congress of Black Women Foundation	1,482	1,314	2,795
<b>4535 Kingsway</b>	<b>Pioneer Community Resource Centre</b>			
	Burnaby Hospice Society	5,797	5,140	10,937
	Burnaby Family Life	10,769	9,549	20,319
8059 Texaco Dr.	The Lotus Sailing Club	4,454	3,949	8,403
7564 Barnet Rd.	BC Volleyball Association	92,823	82,309	175,132
4990 Canada Way	Burnaby Winter Club (Partial Exemption)	27,153	24,077	51,231
9080 Avalon Ave.	Burnaby Horsemen's Association	7,904	29,386	37,289
3890 Kensington Ave.	Burnaby Tennis Club	533	1,383	1,916
3883 Triumph Street	Burnaby Pacific Grace Church	2,756	11,096	13,851
4304 Parker Street	Willingdon Heights United Church (Partial Exemption)	1,836	7,393	9,229
4550 Kitchener St	Parish of Saint Timothy Anglican (Partial Exemption)	4,348	17,508	21,856
3905 Norland Ave	Vancouver Korean Full Gospel Church (Partial Exemption)	13,781	55,485	69,266
9887 Cameron Street	St. Stephen the Martyr Anglican Church (Partial Exemption)	1,054	4,245	5,299
5975 Sunset Street	Capitol Hill Congregation of Jehovah's Witnesses (Partial Exemption)	4,630	18,643	23,274
9387 Holmes Street	St. Michael's Catholic Church & School (Partial Exemption)	6,113	24,613	30,726
6907 Elwell Street	South Burnaby Gospel Hall Society	3,285	13,225	16,509
5060 Marine Dr	Iglesia Ni Cristo Church of Christ (Partial Exemption)	2,802	11,280	14,082
5420 Marine Dr	Hindu Cultural Society & Community Centre of BC	5,190	20,896	26,086

## PERMISSIVE EXEMPTIONS

Civic Address	Organization	Actual Tax Exemption for 2019		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
7772 Graham Ave	Parish of Saints Peter & Paul Anglican (Partial Exemption)	2,003	8,064	10,066
7455 10th Ave	Our Lady of Mercy Catholic Church (Partial Exemption)	2,313	9,312	11,625
7551 Gray Ave	South Burnaby United Church	1,328	5,345	6,673
7591 Gray Ave	South Burnaby United Church (Partial Exemption)	1,113	4,482	5,595
7283 Nelson Ave	Grace Lutheran Church of South Burnaby	1,776	7,153	8,929
1640 Delta Ave	Trustees of Brentwood Park Presbyterian Church (Partial Exemption)	1,884	7,585	9,469
380 Hythe Ave	Pacific Grace Mandarin Mennonite Church (Partial Exemption)	1,893	7,623	9,516
5135 Sperling Ave	Deer Lake United Church (Partial Exemption)	2,277	9,168	11,444
1600 Cliff Ave	Cliff Ave United Church (Partial Exemption)	2,488	10,019	12,507
7135 Walker Ave	Southside Community Church (Partial Exemption)	1,732	6,973	8,704
6641 Halifax Street	Parkcrest Gospel Chapel (Partial Exemption)	1,673	6,735	8,408
5146 Laurel Street	St. Theresa's Catholic Church (Partial Exemption)	2,876	11,580	14,456
5600 Dorset Street	Sanatan Dharm Cultural Society (Partial Exemption)	1,197	4,820	6,017
6597 Balmoral Street	St. Francis de Sales Catholic Church	3,429	13,808	17,237
6656 Balmoral Street	St. Francis de Sales Catholic Church (Partial Exemption)	1,579	6,359	7,939
6627 Arcola Street	St. Francis de Sales Catholic Church	929	3,742	4,672
6681 Arcola Street	St. Francis de Sales Preschool	4,088	3,594	7,682
8585 Armstrong Ave	Burnaby Alliance Church (Partial Exemption)	795	\$3,201	3,996
8094 11th Ave	Church of the Nazarene (Partial Exemption)	788	\$3,171	3,959
1450 Delta Ave	Holy Cross Catholic Church & School (Partial Exemption)	3,502	14,102	17,604
7271 Gilley Ave	Shri Guru Ravidass Sabha (Sikh Temple) (Partial Exemption)	4,501	18,122	22,623
1005 Kensington Ave	Vancouver Chinese Lutheran Church (Partial Exemption)	3,797	15,288	19,085
7716 Cumberland St	Church on the Hill (Partial Exemption)	290	1,169	1,459
3871 Pandora Street	St. Helen's Catholic Church	7,452	30,004	37,456
3981 Albert Street	Burnaby North Baptist Church	989	3,983	4,972
5050 Hastings Street	Church of Christian Community in Canada, Vancouver Centre	2,639	10,625	13,263
5209 Hastings Street	Burnaby Christian Pentecostal Church	1,244	5,008	6,252
6900 Halifax Street	Arbab Rustam Guiv Darbe Mehr-Zoroastrian House of B.C.	1,167	4,700	5,867
5170 Norfolk Street	The Church in Burnaby	2,153	8,671	10,824
5060 Canada Way	BC Muslim Association	4,396	17,698	22,093
7895 Canada Way	New Westminster Evangelical Free Church	2,660	10,709	13,369
8765 Government St	New Life Community Church	5,331	17,091	22,422
8760 Lougheed Hwy	New Life Community Church	4,724	19,019	23,743
6556 Sprott Street	Aga Khan Foundation Canada	21,802	87,781	109,582

Civic Address	Organization	Actual Tax Exemption for 2019		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
4040 Canada Way	Aga Khan Foundation Canada	25,987	104,631	130,618
3466 Curle Avenue	Aga Khan Foundation Canada	5,829	23,470	29,299
5280 Kincaid Street	Church of Jesus Christ of Latter-day Saints	9,145	36,823	45,968
5584 Kincaid Street	First United Spiritualist Church of Vancouver	1,556	6,266	7,822
6010 Kincaid Street	The Danish Evangelical Lutheran Church	3,431	13,813	17,243
6580 Thomas Street	Burnaby Christ Church of China	2,763	11,125	13,888
3821 Lister Street	Korean United Church of Vancouver	2,753	11,085	13,839
4484 Smith Avenue	Korean United Church of Vancouver	910	3,663	4,573
4045 Kingsway	Kingsway Foursquare Gospel Church of Canada	40,171	161,742	201,913
5855 Imperial Street	The Trustees of the Congregation of the Central Christian Assembly	2,483	9,997	12,480
5535 Short Street	Burnaby Unit of New Westminster Jehovah's Witnesses	2,506	10,089	12,594
6112 Rumble St	Burnaby Chinese Evangelical Free Church	1,054	4,245	5,299
6138 Rumble St	Burnaby Chinese Evangelical Free Church	2,696	2,370	5,067
5110 Marine Dr	Evangelical Chinese Bible Church	8,291	33,382	41,672
5122 Marine Dr	Evangelical Chinese Bible Church	140	564	704
5462 Marine Dr	International Society For Krishna Consciousness	2,046	8,237	10,283
7457 Edmonds St	Trustees of Gordon Congregation of Presbyterian Church	2,572	10,354	12,926
7717 19th Ave	St. Alban the Martyr Anglican Church	2,030	8,172	10,202
8255 13th Ave	First Christian Reformed Church of New Westminster	2,268	9,131	11,399
8611 Armstrong Ave	Burnaby Alliance Church	2,520	10,148	12,668
7103 10th Ave	Tenth Avenue Bible Chapel	3,593	14,466	18,059
7925 10th Ave	BC Association of Seventh-day Adventist Church	1,884	7,587	9,471
7926 11th Ave	BC Association of Seventh-day Adventist Church	1,550	6,240	7,790
3410 Boundary Rd	CityLights Church	1,086	4,372	5,458
4830 Boundary Rd	Iglesia Evangelica Pentecostal Emanuel	4,542	18,289	22,832
140 Esmond Ave	Maktab Tarighat Oveyssi Shahmaghsoudi	1,088	4,381	5,469
3426 Smith Ave	Chinese Taoism Kuan-Kung Association In Canada	2,680	10,790	13,470
271 Ingleton Ave	Grace Christian Chapel	2,791	11,239	14,031
4950 Barker Cres	Garden Village Apostolic Church	1,112	4,478	5,591
4812 Willingdon Ave	Willingdon Church	9,089	36,596	45,685
5825 Nelson Ave	Nelson Avenue Community Church	5,825	23,454	29,279
6125 Nelson Ave	Governing Council of The Salvation Army In Canada	8,247	33,206	41,453
1410 Delta Ave	Brentwood Park Alliance Church	1,664	6,702	8,366
7175 Royal Oak Ave	Royal Oak Ministry Centre	3,740	15,058	18,798
7405 Royal Oak Ave	Parish of All Saints South Burnaby	1,978	7,965	9,943
6344 Sperling Ave	Emmaus Lutheran Church	1,657	6,673	8,330

## PERMISSIVE EXEMPTIONS

Civic Address	Organization	Actual Tax Exemption for 2019		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
7485 Salisbury Ave	South Burnaby Church of Christ	2,340	9,423	11,763
7540 6th St	Westminster Bible Chapel	1,495	6,020	7,515
7195 Cariboo Rd	Salvation Army Cariboo Hill Temple	4,685	18,864	23,550
7200 Cariboo Rd	Cariboo Road Christian Fellowship Society	7,891	30,186	38,077
3891 Kingsway	International Full Gospel Fellowship (Partial Exemption)	4,067	16,376	20,443
4502 CPR R/W	Confederation Park (portion)- leased from Chevron Canada	3,499	14,088	17,587
3877 Eton St	Burnaby Heights Park - leased from GVWD	3,292	13,256	16,549
7085 Burford St	Used for landscaping beautification - leased from BC Hydro	663	2,668	3,330
7086 Burford St	Used for landscaping beautification - leased from BC Hydro	328	1,322	1,651
7051 Halligan St	Used for landscaping beautification - leased from BC Hydro	176	710	886
7061 Halligan St	Used for landscaping beautification - leased from BC Hydro	189	761	950
6617 Salisbury Ave	Used for landscaping beautification - leased from BC Hydro	178	715	892
6637 Salisbury Ave	Used for landscaping beautification - leased from BC Hydro	249	1,001	1,249
6647 Salisbury Ave	Used for landscaping beautification - leased from BC Hydro	272	1,095	1,367
6667 Salisbury Ave	Used for landscaping beautification - leased from BC Hydro	348	1,401	1,749
6687 Salisbury Ave	Used for landscaping beautification - leased from BC Hydro	380	1,529	1,909
9181 University Cr	Richard Bolton Park - leased from SFU	10,240	41,231	51,472
204-3993 Henning Dr.	St. Leonard's Youth & Family Services Society	7,370	6,536	13,906
2702 Norland Ave.	Burnaby Association for Community Inclusion	28,240	25,041	53,281
4543 Canada Way	United Way of the Lower Mainland	46,080	40,860	86,940
5289 Grimmer St	South Burnaby (BC/Yukon Command No. 83) -The Royal Canadian Legion	15,356	13,617	28,973
7181 Arcola Way	St. Leonard's Youth & Family Services Society	9,174	8,135	17,309
6688 Southoaks Cres.	National Nikkei Heritage Centre Society (Partial Exemption)	4,256	7,188	11,444
5024 Rumble St.	Burnaby Neighbourhood House Society	5,903	5,234	11,137
518 S. Howard Ave.	Boys' & Girls' Clubs of Greater Vancouver	18,364	16,284	34,649
3400 Lake City Way	The Canadian Red Cross Society (Partial Exemption)	24,268	21,519	45,788
7837 Canada Way	Serbian Orthodox Church & Cultural Centre (Partial Exemption)	2,183	8,789	10,972
7557 Sussex Avenue	The Fairhaven United Church Homes	8,858	7,788	16,646
7451 Sussex Avenue	St. Michaels Centre Hospital Society	29,943	26,325	56,268
<b>Total</b>		<b>1,024,124</b>	<b>2,066,511</b>	<b>3,090,636</b>







# Appendix A - Service Highlights



Deer Lake Park

## Corporate Strategic Plan Key Results – 2019

The Corporate Strategic Plan 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 2019 Annual Municipal Report, departments have outlined their achievements in this appendix.

## Legend – Lead Department Responsible for Initiatives

Though all departments work collaboratively to maximize efficient delivery of all City programs and initiatives, specific departments take a lead role. The following legend identifies lead departments for the 2019 accomplishments highlighted in this appendix.

**BFD:** Burnaby Fire Department

**BPL:** Burnaby Public Library

**BLPM:** Business Licence & Property Management

**C:** City Clerk

**CCM:** Corporate Communications & Marketing

**CS:** Corporate Services

**CSS:** Citizen Support Services

**E:** Engineering Department

**F:** Finance Department

**HR:** Human Resources Department

**IT:** Information Technology Department

**L:** Legal

**PB:** Planning & Building Department

**PRCS:** Parks, Recreation & Cultural Services Department

**PSCS:** Public Safety & Community Services Administration

**CMO:** City Manager's Office

**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 & 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.



## Crime Prevention and Reduction

**Ensure citizens and businesses feel safe in our community.**

### 2019 Achievements

» **Safety and Security Upgrades Completed**

New and updated safety and security equipment installations took place at various recreation facilities to improve patron and staff safety. (PRCS)

» **Park Bike Patrol Program Developed and Implemented**

The City's goal is to maintain a high level of safety in parks and natural areas for citizens and visitors. The presence of uniformed bylaw officers in city parks has greatly enhanced the feeling of safety for park users and has contributed to the enforcement of bylaws and regulations. (PSCS)

» **New RCMP Strategic Plan Completed**

Burnaby Detachment has completed its 2019-2022 Strategic Plan, which is currently being rolled out externally. Four pillars were identified through external and internal consultation and planning sessions: improve public safety; enhance community engagement; ensure good governance and accountability; and support our people. (RCMP)

» **Outdoor Pool Lockers Replaced**

New lockers for the outdoor pools have been installed. The new lockers will enhance the safety for patrons' belongings by providing secure storage for their items. (PRCS)

» **Burnaby Mobilization and Resiliency Table (BMART) Launched**

BMART, launched in April, is a multi-agency group that identifies people within the community who are at acutely elevated risk of harm, victimization or criminality and need the attention of more than one agency. As a team, BMART then implements a strategy to intervene and connect that person/ persons with the resources they require to help reduce their risk and support them in the community. In addition to connecting people to appropriate support, the goal of BMART is a reduction in calls for service directly related to that individual or group. (RCMP)

» **RCMP Youth Investigative Team Initiatives**

The Burnaby Youth Investigative Team (YIT) brought the Boys Club Network to Burnaby schools. The network creates a safe space for boys to build connections with successful men from the community. In addition, at high school graduation time, Burnaby YIT conducted a very successful initiative aimed at promoting safe choices around drinking, drugs, and driving. This Choose your Ride Initiative was well received by students. (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.

### 2019 Achievements

#### » Reach 8 Dike Flood Protection

Construction was initiated on the Reach 8 Dike Flood Protection Project, between Patterson Avenue (Glenlyon Creek) and Byrne Road. The project will be completed in 2020 and includes paving some portions of gravel trails on top of dikes to improve public access. (E)

## Emergency Services

Provide responsive emergency services.

### 2019 Achievements

#### » RCMP Community Response Team (CRT) and Bike Section Introduce Theft-Reduction Program

The CRT and Bike Section liaised with Metrotown and Lougheed Mall loss prevention officers to implement a program called Project Boost and Bust that has been successful in Surrey. The program focuses on working with mall security and loss prevention officers to address ongoing issues of shoplifting / theft of goods. To deter theft in malls, the program focuses on increasing police presence and the apprehension of prolific shoplifters. (RCMP)



# Transportation Safety

**Make city streets, pathways, trails and sidewalks safer.**

## 2019 Achievements

### » Kensington Avenue/Sperling Avenue Intersection Improvements

Previously, northbound traffic queued along Kensington Avenue during peak hours due to the flow of traffic from the slip lane from Kensington Avenue onto Broadway northbound. As well, the right turn merge lane from Broadway Street onto Kensington Avenue southbound queued along Broadway Street. Safety improvements have been completed at the signalized intersection of Kensington Avenue/Sperling Avenue/Broadway connector, including adding a free-flowing southbound right turn lane from Broadway onto Kensington Avenue. Also, the westbound curb lane was converted to a westbound right-turn-only lane. (E)

### » Kensington Avenue and Penzance Drive Paving and Urban Trails

The urban trail on the west side of Kensington Avenue, south of Loughheed Highway, has been extended in order to connect with the existing urban trail on the west side of Kensington Avenue, south of Joe Sakic Way, improving connections with the well-utilized Central Valley Greenway. This four-metre-wide, paved multi-use path will improve connectivity and safety for pedestrians and cyclists. (E)

### » Still Creek and Eastbrook Roundabout

This project involved the construction of a roundabout at Eastbrook Parkway and Still Creek Avenue in order to provide continuous traffic flow and reduce the risk of vehicular collisions at this heavily used intersection. (E)

### » Ridge Drive Upgrade

Ridge Drive was upgraded to include curb and gutter, sidewalks, and street trees, in order to provide a safer connection for pedestrians to connect from the local neighbourhood to bus stops on Inlet Drive. (E)

### » Rectangular Rapid Flashing Beacons (RRFB) Installations

RRFBs are proven to enhance pedestrian safety and visibility at crosswalks and were installed at Deer Lake Avenue/Century Park Way, Marine Drive/Greenall Avenue, Winston Street/Greenwood, Rumble Street/Roslyn Avenue, Bennett Street/Bonsor Avenue, 4300 block Still Creek Drive, Cumberland/13th Avenue, Gilmore at Kitchener Elementary School, and Oakland Street/Dufferin Avenue. (E)

### » Green Bike Lanes

Green bike lane identification markings were added on Burnaby Mountain Parkway at Gaglardi Way, using methyl methacrylate for enhanced visibility and durability. (E)

### » Cat's Eye Road Markings

An additional 16,000 raised pavement markers were installed throughout the city on arterial and collector roadways to further enhance visibility during wet weather conditions. (E)

### » Winter Road Maintenance

The City provided winter road maintenance service through snow plowing and de-icing to respond to an unprecedented arctic air mass in place for over a month in February. The City also started snow clearing in laneways to help ensure garbage pickup service was uninterrupted. (E)

### » Canoe Ramp at Deer Lake

The canoe ramp at Deer Lake has now been installed, facilitating safer launching and off-loading of canoes in Deer Lake. (PRCS)



## Community Amenity Safety

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

### 2019 Achievements

#### » Playground Replacement

Playgrounds were replaced at Rene Memorial and Charles Rummel parks. Work on Springer Playground is currently underway. Playground replacements include equipment replacement due to wood preservative and lead paint on equipment installed 20-plus years ago as well as replacement of playground structures at various parks. These replacements ensure the equipment meets CSA standards. (PRCS)

#### » Burnaby Lake Sports Complex West (BLSCW) Artificial Turf Field Replacement

The artificial turf surface was replaced on field number four and a shock pad added at BLSCW, as it had reached the end of its lifespan. The shock pad improves shock absorption while maintaining reduced movement under-foot during play. (PRCS)

#### » New Chlorine System Introduced for Outdoor Pools

Chlorine gas has been removed from all four outdoor pools, in favour of chlorine pucks, making required chlorination of pools more efficient. (PRCS)

#### » RCMP Community Offices Renovations

The City's four RCMP Community Police Offices – one in each town centre were renovated and upgraded with new accessible counters and glass barriers, improving accessibility and staff safety. With the improvements, the four facilities now meet current federal standards. (E)

#### » Recertification of the Certificate of Recognition

This recertification, through an external safety auditor, is complete and the City continues to exceed Occupational Health and Safety regulation compliance. Return to Work Program standards were also reviewed. (HR)









# 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.



Central Valley Greenway

## Digital Connection

**Provide online access to core City services and information.**

### 2019 Achievements

#### » **Enhanced Citizen and**

##### **Staff Engagement Opportunities**

Enhanced engagement opportunities by developing an overarching branded message, Your Voice, to bring together public engagement activities on the city's website, including: introducing and implementing an enterprise-wide online survey tool; building social media engagement on a variety of topics across various social platforms; expanding the city's eNews program to include corporate messaging through City Connect; and developing successful online advertising campaigns to reach targeted audiences. (CCM)

#### » **Construction Activity Map Online**

Provided access to an online map of all work underway in Burnaby (work by the city, developers, and third-party utilities). (E)

#### » **New Property Tax/Utility Tax System Introduced**

The new system went live in January 2019, achieving the City's goal of transitioning customers to use the new online "myproperty" application for accessing their accounts, making payments and claiming Home Owner Grants. (F) (IT)

#### » **Archives Renovation and Records Digitization**

Digital copies of archival records continue to be added to heritageburnaby.ca, providing easy and convenient public access to historical and vital City records. In 2019, Burnaby Village Museum made over 2,000 additional historic records and photographs available. (C)

#### » **Supervisory Control and Data Acquisition Program**

This project enhanced and improved the security of the City's Supervisory Controls and Data Acquisition System (SCADA) to enable operations staff to read real-time analytical data for the City's pump stations and reservoirs. In 2019, the SCADA network for North Burnaby in the Capitol Hill area was upgraded. (E)

#### » **Commercial Water Meter Reading**

Currently, commercial water meters are read manually by staff. Work began in 2019 to upgrade the commercial water meter reading system with an automated system. The automated system provides improved access to consumption data which improves leak detection and water conservation opportunities (i.e. data every 15 minutes instead of every one- to three months). (E)

## Social Connection

Enhance social connections throughout Burnaby.

### 2019 Achievements

#### » Programs for Seniors

Citizen Support Services offered an increased number of bus outings and continued to keep Burnaby seniors socially connected through programs such as Volunteer Visitor, Phone Buddy, monthly Gadabouts and Wheelers (for clients using wheelchairs) bus outings, and through the weekly Social Lunch Program at Confederation Centre. The department also hosted potluck socials with volunteers to encourage social connections. (CSS)

#### » Home Library and Accessible Service Van

A new Home Library and Accessible Service Van was purchased in 2019. Burnaby Public Library's home library staff deliver more than 28,000 items a year to Burnaby residents who are homebound or otherwise unable to come to the library. In addition to providing books, DVDs, audiobooks and other materials, staff connect with seniors and other people who may be isolated or have few opportunities for social connection. (BPL)

#### » Pop-up Playmobile

This service was introduced to build connections in neighbourhoods that don't currently have a summer park service. In areas with regular service, new types of play were introduced. (PRCS)



Pop Up Playmobile Activities

## Partnership

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

### 2019 Achievements

» **Partnership with BC Housing to Develop Non-Market Housing**

The City entered into a partnership with BC Housing to develop approximately 1,300 affordable homes on seven city sites. The City will provide the sites, expedite the development process, and provide Housing Fund grants to make the housing more affordable. BC Housing will fund and finance the construction and, where necessary, the operation of the housing. (PB)

» **Partnership with Burnaby School District to Provide Child Care Spaces**

The City and Burnaby School District have had a partnership since 2014 to develop child care spaces on school sites. In 2019, the City and School District reviewed this partnership to provide more opportunities to develop child care spaces. The school district will develop the child care centres on school sites, with the City providing some land or additional grants, depending on the circumstances of the particular site. (PB)

» **Installation of Public Art at Parker Pocket Park**

This collaborative project, between the Community Arts Development Program, Alpha Secondary School, and the Burnaby Art Gallery, saw the installation of three stainless steel structures that will serve as the base for artwork created by graphic arts students under the guidance of a local artist, Laura Pummell. The students created colourful designs that include bears, orcas, people, and abstract images that represent British Columbia. The designs, which are printed on vinyl, will be replaced by new student artwork every three years. (PRCS)

» **City of Burnaby/Simon Fraser University Working Group**

This group will explore partnership opportunities on matters of common interest – including research and business opportunities – and provide support to the City/SFU Liaison Committee. (CS) (PB)

» **Community Program Partnerships**

Citizen Support Services (CSS) partnered with: Fraser Health to provide and coordinate baby cuddle volunteers and clinic volunteers to serve in child immunization clinics and flu clinics; Burnaby Community Services to provide Burnaby seniors with transportation to medical appointments and other outings through the Better at Home Program; MOSAIC to better assist seniors whose first language is not English; Burnaby Seniors Resource Society to produce educational presentations on topics such as fall prevention and seniors pedestrian safety, elder abuse, and housing for seniors. CSS also collaborated with: Voices of Burnaby Seniors; the United Way of the Lower Mainland (to provide the Burnaby Better at Home Program); City departments and the Alzheimer Society of B.C. to create a dementia-friendly Community Action Plan and non-profits and community stakeholders on the Age Friendly Project. (CSS)

» **Metro Vancouver Douglas Road Watermain Coordinated Works**

This project is coordinated with Metro Vancouver's construction of their watermain to include City utility upgrades and road rehabilitation in order to minimize disturbance to the Vancouver Heights neighbourhood and reduce construction duration. City works include new watermain, storm sewers, and road paving. (E)



## Geographic Connection

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

### 2019 Achievements

» **Partnership Program with Newcomers Centre for Children and Families**

The Tumble Time program at Edmonds Community Centre looks to connect newcomer families to the community and gives the children a place to engage with each other while parents participate in parenting workshops. (PRCS)

» **Burnaby Festival of Learning**

The Burnaby Festival of Learning featured 108 free and fun events throughout the city that informed, engaged, and sparked creative conversations between diverse audiences. The week-long celebration of learning was co-organized by the Library and SFU's Office of Community Engagement, and was supported by 27 local partners. More than 5,400 people attended Festival events at 17 sites. (BPL)

» **UBC Asian Canadian and Asian Migration Studies**

Burnaby Village Museum partnered with the University of British Columbia's Asian Canadian and Asian Migration Studies program for the second year in a row. Four students were onsite during summer to research visitor engagement in the Museum's exhibits and to complete a research project for their course. (PRCS)

» **Central Park Perimeter Trail**

The Patterson leg of the Central Park perimeter trail is now complete. Work included the installation of a rubberized surface with lighting and trees along Patterson, from Imperial to Beresford. The improved surface is porous, and resilient, offering comfort for walking and jogging while being cycling friendly. (PRCS)

» **Sperling Stairs**

In 2019, the City completed the upgrade to the Sperling stairway corridor to improve safety and accessibility from the Deer Lake neighbourhood to Deer Lake. The new staircase includes safety guard rails and concrete casted tire wells that allow cyclists to dismount and move their bicycles easily along the stairway. Viewpoint benches were also installed. (E)

» **Kensington Urban Trail Completion**

The urban trail on the west side of Kensington Avenue, south of Lougheed Highway, was extended in order to connect with the existing urban trail on the west side of Kensington Avenue, south of Joe Sakic Way. This improves connections with the well-utilized Central Valley Greenway. (E)

» **Transportation for Seniors**

Citizen Support Services provided Burnaby seniors with transportation to medical appointments through the Better at Home program; enabled transportation to medical appointments to include visits to see loved ones in care; and commenced the Door 2 Door Bus Service pilot project. (CSS)





Chalk Art Experience at Bonsor Complex. Photo by: Tim Matheson



# Strategic Goal ③

## An Inclusive Community

Our goal of a connected 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.



Canada Day Event at Burnaby Village Museum

## Celebrate Diversity

Create more opportunities for the community to celebrate diversity.

### 2019 Achievements

#### » Pride Weekend of Celebrations

In August, Burnaby Pride hosted its second annual weekend of celebrations. The City was a major funder and logistical supporter of this important community event which celebrates the presence and contributions of LGBTQIA2S+ community members. As well, the Pride flag was raised at City Hall in addition to the Transgender flag for the first time. (PB)

#### » Pride Crosswalks

Five rainbow Pride crosswalks were installed at locations throughout the city to celebrate diversity in the community. Methyl methacrylate was used for the installations where feasible, as it provides excellent brilliance of colour, good traction, and a long life expectancy. (E)

#### » National Indigenous Peoples Day

National Indigenous Peoples Day was celebrated on June 21 in Civic Square, next to the Bob Prittie Metrotown branch. Staff collaborated with the Burnaby Intercultural Planning Table to organize this event. There was storytelling and a carving demonstration, and more than 400 pieces of bannock were shared with participants. One highlight was a hip hop performance from a local Indigenous group. (BPL)

#### » Cultural Festivals

Because Burnaby recognizes that the cultural diversity of its population is one of the city's greatest strengths and most valuable attributes, the City supports a range of cultural festivals and events throughout each year. (PRCS)

#### » Burnaby Village Museum Across the Pacific

Burnaby Village Museum opened its newest exhibit, Across the Pacific, which celebrates the legacy and history of Burnaby's Chinese Canadian citizens. The exhibit was a collaborative project in partnership with Burnaby's Chinese Canadian farming families. (PRCS)

## Serve a Diverse Community

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

### 2019 Achievements

#### » Mayor's Task Force on Community Housing

In February 2019, the Mayor's Task Force convened to identify actions the City could undertake to ensure that all Burnaby residents have suitable and affordable housing. The Task Force's work was complemented by an extensive citizen engagement process called "Your Voice. Your Home" through which Burnaby residents considered Burnaby's housing challenges and provided solutions. Over a six-month process, the Task Force researched housing issues, received and considered the input provided through the "Your Voice. Your Home" process, and provided the city with 10 "Quick Start" actions and 18 Recommendations on how to provide for the housing needs of the citizens of Burnaby. (CS) (PB)

#### » Homelessness Response

The City and BC Housing partnered to open two facilities to support the needs of those in our community who are experiencing, or at risk of, homelessness – the City's first such facilities. The Douglas temporary shelter, opened in August 2019 and provides 40 beds. The shelter operates and is staffed 24 hours per day, seven days a week. In October, a supportive housing facility was opened on Norland Avenue. This three-storey modular apartment building features 52 units. Six of the units are wheelchair accessible. Both housing projects are operated by the Burnaby non-profit organization, Progressive Housing Society. (PB) (PSCS)

#### » Warming Centres

Four existing City-owned buildings were renovated and outfitted with the features needed to act as temporary warming centres for Burnaby community members in need of a warm and welcoming place to come inside. (E)

» **Rental Use Zoning Policy**

The City adopted a policy framework to provide more rental housing opportunities in all new multi-family developments occurring in our city. The policy requires the replacement of existing rental housing being lost to redevelopment, requires the inclusion of rental housing in new developments, and allows commercial property owners the opportunity to voluntarily include rental housing units in unused commercial floor space. **(PB)**

» **Outreach to Non-English-Speaking Seniors**

Worked with MOSAIC to assist with serving our non-English-speaking seniors. **(CSS)**

» **Eco-Centre Extended Hours of Operation**

Eco-Centre hours of operation were extended on weekends from 8 a.m. to 6 p.m., between April 27 and November 3, 2019. The additional operating hours were implemented to provide residents with increased opportunities to drop off green waste and recyclables during the longer daylight hours in the summer months. **(E)**

» **Disposal Fee Adjustments**

The annual fee for the 245-liter-sized garbage toter was reduced in cost from \$205 to \$140 annually. This cost reduction was approved to facilitate toter upsizing for residents to better align with a bi-weekly collection schedule. **(E)**

» **Alphabet Soup**

This program was developed to ensure the availability of a safe and inclusive space in North Burnaby for youth identifying with the LGBTQ1A2S+ community and allies to gather and participate in positive and meaningful activities. It included design of a window decal for centres/ organizations/agencies to use to indicate that they are safe, inclusive spaces. **(PRCS)**

» **Tenant Assistance Policy**

Based on direction from the Mayor's Task Force on Community Housing, the City adopted, in principle, a revised Tenant Assistance Policy that strengthens protections for tenants displaced by major renovation or redevelopment associated with rezoning. The policy requires enhanced support for tenants, including rent top-ups, moving assistance and special considerations for people with disabilities. It also enables the tenant to move back into the redeveloped building at similar rent. The City is now consulting with rental stakeholders on the revised policy. **(PB)**

» **Women's Work**

The Burnaby Art Gallery (BAG) continued to add to its permanent collection of works of art by women. This year's summer exhibition, Women's Work: New Acquisitions, featured contemporary and historical works recently acquired by gift and purchase, focusing on the BAG's movement toward significantly enhancing its collection of works created by women artists. **(PRCS)**



## Enhance City Workforce Diversity

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



Indigenous Education at Burnaby Village Museum

### 2019 Achievements

#### » Indigenous Education and Awareness Program

The City has worked to build awareness and establish tailored education options, including the new Indigenous education and awareness program, to enable staff to learn more about the history and legacy of Indigenous people in Burnaby and across Canada. These programs foster a culture of respect in the workplace and provide appropriate tools for effectively addressing concerns when they arise. (PB)

#### » Promoting the City as an Employer

The City continues to partner with community and not-for-profit associations to broaden the employee-recruitment pool. Ongoing partnerships have also allowed for City participation in a number of career fairs to: promote the City as an employer of choice; attract candidates; and enhance City workforce diversity. (HR)

#### » Burnaby Fire Department Youth Academy Outreach Program

This innovative four-day outreach program continued to provide Grade 11 and 12 highschool students a hands-on introduction to firefighting career opportunities and charity outreach work, while teaching skills such as rappelling, fire hose operation and CPR. (BFD)

## Create a Sense of Community

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

### 2019 Achievements

#### » Corporate Indigenous Territory Acknowledgement Guidelines

A multi-year process culminated in the development of City-wide corporate guidelines for how to acknowledge Indigenous territories. **(PB)**

#### » Valued Volunteers

Hundreds of volunteers support Burnaby programs and initiatives every year. There are 200 volunteers in Citizen Support Services alone, and many more for the RCMP, parks, recreation and cultural programs, committees, commissions and boards. Students, newcomers to Canada, working adults and retirees all make meaningful contributions that help to build community. **(CSS) (PRCS) (PSCS) (RCMP)**

#### » Symphony in the Park

Burnaby's beloved annual summer tradition continued to grow, attracting more than 12,000 people. This free event draws a multi-generational, multicultural audience. The video screens added to the stage set-up this year enhanced the viewing experience. With funding from our partner the VSO, the provincial government and the private sector, a second free concert with Broadway legend, Bernadette Peters, drew a crowd of 6,000. **(PRCS)**

#### » Sounds Like Summer

Launched to bring music to local community spaces, the Sounds like Summer concerts were a success. With more than 50 mini-concerts held at community centres, parks and even pools, the goal of creating music encounters in non-traditional venues and for audiences who might not seek out formal music experiences was achieved. **(PRCS)**



Symphony in the Park







# 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.



Stoney Creek culvert

## Healthy Life

Encourage opportunities for healthy living and well-being.

### 2019 Achievements

#### » Burnaby-New Westminster Walk30

The City once again supported the Burnaby-New Westminster Walk30 Walking Challenge in the spring 2019. For the second year in a row, Burnaby residents were encouraged to walk 30 minutes a day for better health and a cleaner environment. This year, Mayor Mike Hurley challenged New Westminster Mayor Jonathan Côté to see which community could walk the most. While New Westminster residents clocked more minutes, all participants won. School participation doubled and the average number of minutes walked increased to 40 minutes per day, up from 27 minutes per day in 2018. (PB)

#### » Protective Equipment Hygiene Program

The Fire Department has completed all of the phases of the personal protective hygiene enhancement program. This program focused on enhancing the firefighters' protective garments to include up-to-date features with proven effectiveness in preventing the exposure of workers to carcinogenic and hazardous substances. Research has proven that blocking the transdermal absorption of toxins from firefighting environments is a key function in preventing workplace disease. (BFD)



Image courtesy Cornelia Naylor, Burnaby NOW



# Healthy Environment

Enhance our environmental health, resilience and sustainability.

## 2019 Achievements

### » Big Moves for Climate Action

The City recently adopted aggressive climate change reduction targets. Staff are currently developing an action plan that will outline the City's path toward achieving its carbon reduction targets. (CS)

### » Energy Step Code

In accordance with Burnaby's Green Building Policy, we adopted the Energy Step Code for Part 3 (large multi-family residential) and Part 9 (small residential) buildings in 2019, which will improve the energy efficiency of new buildings. (PB)

### » Combined Sewer Separation Program

This project supports the City's commitment to separate combined sewers into dedicated sanitary sewer and storm sewer networks as part of Metro Vancouver's Integrated Liquid Waste Management Plan. This supports the complementary regional long-term goals of: alleviating volumes of liquid waste that convey to treatment plants; and conveying renewable clean stormwater back into our city watercourses. In 2019, the City completed phases one and two in the Boundary Road, Glenbrook, and Stanley areas. The City also introduced a combined sewer separation grant program to encourage private-side separation, with the goal of further reducing the frequency and volume of combined sewer overflows, thereby improving water quality within the Burrard Inlet and Fraser River. (E)

### » New Plastic Product Recycling Opportunities

The Eco-Centre began resident drop-off collection of poly-laminated plastic packaging (Category 9) which includes: crinkly wrappers and bags, non-food protective packaging, and stand-up and zipper lock pouches. Collection of this type of packaging is significant as it addresses a trend in the packaging content used today by manufacturers to facilitate transport and increase shelf life. (E)

### » Reduce Single-Use Plastic

Focus was placed on adjusting product orders, including straws, to greatly reduce single-use plastic items. To further the City's sustainability practices, Food Services is opting for similar products that are compostable, sustainable and environmentally friendly. (E)

### » Bylaw Changes

The Solid Waste and Recycling Bylaw was amended to include provisions to reduce human/bear encounters in designated bear areas. (E)

### » Public Electric-Vehicle Charging Stations

A pilot project was initiated to provide public electric-vehicle charging stations at various city locations, with the first six now installed. These charging stations are one of many initiatives that will support the City's carbon-reduction targets approved in September 2019. (CS)

### » Invasive Plants

Invasive plants are well established in parts of the city and are recognized as a significant threat to biodiversity. In 2019, a baseline invasive plant survey and mapping analysis were carried out and a treatment plan was developed for city street rights of way. (E)

### » Integrated Stormwater Management Plan

The City completed rehabilitation of culverts in the Stoney Creek and Byrne Creek watercourses. These environmental improvements promote fish conveyance and provide potential spawning habitat. (E)

## Lifelong Learning

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

### 2019 Achievements

#### » Certificate of Recognition (COR) Achievement

Each year, the City works to achieve the safety audit standards of the BC Municipal Safety Association, in conjunction with WorkSafeBC. Achievement results in COR certification and requires training of staff on an ongoing basis to ensure safe work practices. Every third year, an external auditor conducts an in-depth, stringent audit, which took place in 2019. The City met all requirements and is the largest city in British Columbia to do so. In addition, the Burnaby Public Library is the only library in B.C. to achieve this certification. These achievements reflect the emphasis on safety that is fundamental to Burnaby operations. (HR) (E)

#### » Burnaby Public Library Collection

Burnaby Public Library's collection of books and other materials is foundational to the services we offer to the citizens of Burnaby. Investing in Burnaby's collections enables us to meet the range of research, information and recreational needs of Burnaby's diverse community, including provision of materials in languages other than English. (BPL)



## Community Involvement

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

### 2019 Achievements

#### » Sponsorships

Many local businesses and organizations give back and invest in our community through sponsorship, enabling enhanced City programs and services. **(CCM)**

#### » Youth Leadership Certification Course

During this 100-hour pilot course, youth gained certifications in Emergency First Aid with CPR-C, FOODSAFE, and High Five training. Youth also participated in workshops and learned about local governance from a city councillor, and environmental stewardship from Metro Vancouver and Parks & Recreation. **(PRCS)**

#### » Citizen Support Services

Through well-established Citizen Support Services programs, more than 200 volunteers provided thousands of volunteer hours to help Burnaby babies, children and seniors. **(CSS)**

#### » RCMP Auxiliary Constable Program

Burnaby citizens have long been beneficiaries of countless hours of service provided by the volunteers of the Auxiliary Program. Under direct supervision of RCMP regular members, the Auxiliaries participate in City/RCMP-supported community events and programs and crime prevention initiatives, and provide community presence. **(RCMP)**



Youth Leadership Certificate Presentations







# 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.**

### 2019 Achievements

#### » **Living Wage Program Introduced and Implemented**

City Council adopted a Living Wage Program to benefit the health and well-being of everyone who performs work on the City's behalf. Implementation is underway. Vendors have been introduced to the Living Wage Policy directly through email, messages on purchase orders and a notice banner on the City's Bid Listing webpage. All purchasing documents are being updated to include information about the Policy, with full implementation to start in January 2020. (F)

## Community Development

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

### 2019 Achievements

#### » **Groundwater Management Plan for Multi-Family and Mixed Commercial Development Requirements**

This plan was introduced to manage potential risks due to aquifer depletion, flooding and erosion and to preserve groundwater as a resource. These new requirements and others related to environmental services are now available on the City's website to build awareness and facilitate their incorporation early in the development process. (E)

## City Facilities & Infrastructure

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

### 2019 Achievements

#### » **LED Streetlight Conversion**

The conversion of all City-owned streetlights to LED luminaires to provide better lighting and reduce energy costs was completed. This comprehensive change makes the city more energy efficient, as it represents a 60 per cent reduction in energy consumption and a quadrupling of the lifespan of the streetlight luminaires. The savings are estimated to be \$750,000 annually for electricity and \$900,000 for maintenance over 20 years. (E)

#### » **Norland Works Yard Modernization**

The project is to complete the expansion and modernization of the Norland works yard to ensure it complies with current environmental best practices, has an efficiently operating decant facility for material recycling, and provides enough space for safe operation of the materials handling facility. In 2019, the site was surveyed and reviewed, and a consultant was retained to provide conceptual site plan layouts for redevelopment of the area. (E)

#### » **Laurel Street Works Yard**

In 2019, the City completed the construction of the first phase of the Laurel Street Works Yard Redevelopment Project. The newly constructed Yard Building will temporarily house the City's central stores. It also provides storage for the City's Public Works and Facilities Management departments, as well as storage and wash bays for trucks, salters and sanders. The project includes extensive site servicing, a new green roof, and extensive landscaping around the outside of the yard to improve the interface with the existing residential neighbourhood. (E) (PB)

#### » **Cariboo Hill School Lacrosse Box**

The rebuilding of Cariboo Hill lacrosse box is now complete, benefiting the lacrosse and ball hockey communities and area residents. Work included new asphalt surfacing, lines, and walls. (PRCS)

» **Beta Sanitary Pump Station**

This project will see construction of a new sanitary pump station with larger capacity. It will include washroom facilities for users of the park that is being developed and will service the future growth in the Brentwood Town Centre Area. The station is now being commissioned. (E)

» **Burnaby Lake Aquatic and Arena Facility**

In 2019, the City retained HCMA Architecture and Design to undertake a comprehensive needs assessment, and schematic design study for a new aquatic and arena facility within the Burnaby Lake Sports Complex to replace the existing CG Brown Memorial Pool and Burnaby Lake Arena. The needs assessment, which included an extensive initial round of public consultation, is complete, and a working facility program has been established for the project. (PB)

» **Capitol Hill and Montecito Child Care Facilities**

The City and School District are currently working to install modular child care facilities on two school sites: Capitol Hill Children's Centre (25 spaces for three- to five-year-old children) and Montecito Children's Centre (25 spaces for three- to five-year-old children). The centres are expected to open in early spring 2020. A third child care facility is being planned for the Stride Avenue Park site. It will be open to the public in 2021 and will have 12 spaces for children under three years and 25 spaces for children three- to five years old. (PB)

» **Energy Management Program**

Improvements to lighting systems were made at over 15 civic buildings resulting in more than 1.0 GWh of power savings. This included upgrades of lighting systems to LED technology. (E)

» **Ledger Avenue Offsite Works**

This project enabled the offsite works for the City's temporary works yard development at 4244 Norland Avenue and the BC Housing social housing development at 3986 Norland Avenue. The scope of work included roadworks (paving and installation of curb and gutter and sidewalks), a new signalized intersection (at Norland and Ledger), streetlights, storm sewer, watermain, and service connections for the housing development. (E)

» **South Burnaby Ice Arena**

In September, Mayor Mike Hurley was on site for the ground breaking event. Construction of the \$50 million facility is underway. The 92,000-square-foot arena will accommodate ice sports, lacrosse, ball hockey, community events and city-run programs. Located at 10th Avenue and 18th Street, the facility will offer two NHL-sized hockey rinks, a skate shop, a concession, multi-purpose rooms, activity spaces, warm side arena viewing, outdoor patio, electrical vehicle charging stalls and parking for bicycles. Completion is scheduled for fall 2021. (PB)

» **Infrastructure Replacement or Rehabilitation**

A growing community with aging infrastructure increases the risk of service disruption or failures, such as watermain breaks, sewer blockages, storm flooding, or road access. In 2019, aligned with asset management targets to reduce risk and ensure continued high level of service delivery, Burnaby replaced or rehabilitated the following infrastructure:

- » More than seven kilometres of watermain
- » One kilometre of combined sewer (separated)
- » 20 lane-kilometres of arterial pavement
- » 15 lane-kilometres of other pavement (E)





Eagle Eco-Sculpture



# 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 and Information



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

### Technology and Innovation



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



Flag raising at Burnaby City Hall

## Organizational Culture

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

### 2019 Achievements

- » **Corporate Strategic Plan (CSP) Integration** Initiated the development of departmental corporate strategic plans to ensure that the Corporate Strategic Plan vision, goals and values were embedded. (CS)
- » **Celebration of the 100th anniversary of the Burnaby Civic Employees Union**  
In partnership with CUPE local 23, the City commemorated the contributions of civic employees to the development of the community. Celebrations to mark the centenary of Burnaby's civic employees union included highlighting the union's history at the annual Burnaby Village Museum Labour Day event, issuing a proclamation to recognize Burnaby Civic Employees Union Month, and designing and displaying historical signage banners. (PB)



## Financial Viability

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

### 2019 Achievements

- » **Distinguished Budget Presentation Award** Awarded to the City of Burnaby for its Annual 2019 - 2023 Financial Plan offered by the Government Finance Officers Association of US & Canada. (F)
  - » **Popular Annual Financial Reporting Award** Awarded to the City of Burnaby for its Annual Financial Report Highlights for the year ended December 31, 2018. (F)
  - » **Canadian Award for Financial Reporting** Awarded to the City of Burnaby for its Annual Financial Report for the year ended December 31, 2018. (F)
  - » **Completed and received Payment Card Industry Security Standard (PCI-DSS) Attestation** Completed and received in March 2019. (F)
  - » **Revenue Agreements**  
Agreements were entered into with the British Columbia Used Oil Management Association (BCUOMA) and the Major Appliance Recycling Roundtable (MARR) for recyclable products collected at the Eco-Centre. Agreements with these Extended Producer Responsibility (EPR) stewards provide financial incentive for collection and recycling. (E)
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## Human Resources

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

### 2019 Achievements

- » **Enhanced Return-to-Work Training**  
Supervisors were provided with enhanced Return to Work training, which included a detailed overview of the duty to accommodate and a comprehensive overview of the City's supervisors' roles and responsibilities in the return-to-work process. (HR)
- » **Joint Apprenticeship Committee Progress**  
Together, the City and CUPE established the Joint Apprenticeship Committee in 2014. The program has expanded to include a variety of trades for which there were previously no apprentices. The City believes in growing and developing its workforce internally to support future succession. Three City employees have successfully completed their apprenticeships. Five more are currently enrolled as apprentices with Industry Training Authority. (HR)



## Communication

**Practice open and transparent communication among staff, Council and the community.**

### 2019 Achievements

#### » Council in the Community

In order to enhance citizen access to Council, Burnaby City Council held two City Council meetings outside council chambers, in the community – one at the Edmonds Community Centre in April, the other at the Confederation Community Centre in October. (C)

#### » Community Parks Commission Meetings

Three Community Commission meetings were held at venues throughout the city, allowing citizens an opportunity to bring comments and questions to the Commission in their neighbourhood. (C)

#### » City's Visual Identity

The City's visual identity program was created to ensure the City's communications are clear, consistent and easily recognizable to the community. The program included the review and redesign of the City's promotional materials and corporate identifiers, as well as development of processes to leverage existing civic assets. (CCM)

#### » City Connect

Branded city-wide communication tools were developed to keep the community regularly informed about City initiatives, programs and upcoming events. The City Connect brand is regularly distributed through Facebook posts, eNews, direct mail and in the local newspaper. (CCM)

#### » Media Liaison

Connections with the media were developed to augment effective communication of priority City initiatives. This was achieved through in-person visits with media, including technical briefings and interviews to provide full context on - and an understanding of - the City's approach to complex issues. (CCM)



## Reliable Services, Technology and Information

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

### 2019 Achievements

#### » Property Tax System Replacement

The City's legacy property tax system was replaced with a robust, reliable and integrated taxation and utility billing solution. The new property tax application is intuitive and user-friendly, and enhances the functionality and user experience for staff and citizens. It also enables online payments and access to online statements and tax information for property owners. (IT)

#### » Asset Management Plans Complete

The Roads Asset Management Plan was completed in 2019, helping to ensure that roads, bridges, sidewalks, and other transportation-related infrastructure is appropriately maintained and enhanced. Plans have previously been completed for water; sewer; fire, facilities and IT equipment, confirming Burnaby as a leader in asset management. (E)

## Technology and Innovation

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

### 2019 Achievements

#### » eAgenda Replacement

An expedited eAgenda implementation/replacement project was initiated. The City will fully transition to the new application early in 2020. Benefits will include: operational efficiencies from new real-time collaboration spaces for meeting management and fully digitized workflow processes; and the transition toward paperless access to records for committees, commissions and boards. (C)



