



City of Burnaby

British Columbia, Canada

2018 Annual Municipal Report Highlights

For the fiscal year ended December 31, 2018





Government Finance Officers Association

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

Presented to

**City of Burnaby
British Columbia**

For its Annual
Financial Report
for the Fiscal Year Ended

December 31, 2017

Christopher P. Morrell

Executive Director, CEO

The Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to the City of Burnaby for its Popular Annual Financial Report for the fiscal year ended December 31, 2017.

The Annual Financial Reporting Awards Program (PAFR Program) was established by the GFOA to encourage and assist local governments to extract information from their comprehensive annual financial report to produce high quality reports specifically designed to be readily accessible and easily understandable to the general public without a background in public finance, and to recognize individual governments that are successful in achieving that goal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and will be submitting it to the GFOA.

INTRODUCTION

The 2018 Annual Municipal Report Highlights provides an executive summary of the City of Burnaby's 2018 Annual Municipal Report, which is located on the City's website at burnaby.ca/financialplan. The highlights document contains an overview of statistics, achievements for 2018 in relation to the Corporate Strategic Plan goals, financial charts and graphs, as well as the Consolidated Statement of Operations and Accumulated Surplus and Consolidated Statement of Financial Position which forms part of the City's consolidated financial statements. The consolidated financial statements were prepared in accordance with Canadian public sector standards and audited in accordance with Canadian generally accepted auditing standards.

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CITY COUNCIL



Mayor Mike Hurley



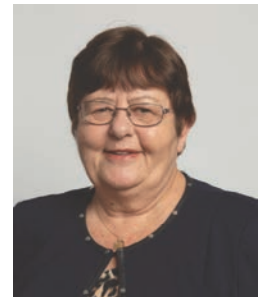
Councillor
Pietro Calendino



Councillor
Sav Dhaliwal



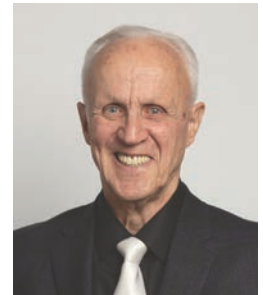
Councillor
Dan Johnston



Councillor
Colleen Jordan



Councillor
Joe Keithley



Councillor
Paul McDonell



Councillor
Nick Volkow



Councillor
James Wang

MAYOR'S MESSAGE

I am honoured to present the 2018 Annual Municipal Report on behalf of Burnaby Council.

The City of Burnaby set a course to financial stability almost 90 years ago after a close brush with bankruptcy during the Great Depression of the 1930s. Council passed a policy then to set aside funds every year to build a financial reserve so that Burnaby would never again find itself without the resources to meet the needs of its citizens.

Thanks to the foresight of past Councils, a growing tax base and considerable contributions from density bonus funds, our City is able to build the public amenities our growing population needs. In contrast to the City's growing financial reserves, many Burnaby residents are struggling to meet their housing needs, in part because the growth that has enriched City accounts has resulted in the destruction of affordable rental units. One of my first acts as Mayor was to halt further developments that would displace people from their homes and put them at risk of homelessness. I also directed staff to open four warming centres – the first ever in Burnaby – serving our most vulnerable residents in each of our four town centres, available throughout the coldest months of the year.

Housing needs continue to exceed the supply of affordable homes. That is why I launched the Mayor's Task Force on Community Housing and an extensive public engagement program to feed ideas and experience from residents across the city into the Task Force process. With the energy and ideas of residents, housing specialists and agencies that speak on behalf of seniors, youth, working families and newcomers, I hope to achieve an innovative housing plan that will make it possible for Burnaby residents to live in our city with dignity throughout all life stages.

Burnaby's enviable financial stability allows us to invest in the things we need without large tax increases and without incurring debt. We are delivering on our sustainability goals while developing social and recreational facilities and improving civic infrastructure across the City.

My goal is to make Burnaby the best place in BC for families, and to ensure that all residents benefit from the forethought of past Councils, the growth that is driving our economy, and the natural assets that draw so many people to live, invest, work and play in this wonderful city. We have done a good job of building housing units over the past few decades. Now we must ensure that we build a community that works for everyone, connecting us to one another, and supporting those who need it most.

A handwritten signature in black ink, appearing to read 'M Hurley', with a stylized, cursive script.

Mayor Mike Hurley

BURNABY AT A GLANCE

The City of Burnaby was incorporated in 1892 and grew quickly due to its central location adjoining the cities of Vancouver and New Westminster. Although initially founded as an agricultural area, it quickly grew as a favoured suburban district of homes with diverse and beautiful neighbourhoods. After World War II, Burnaby boomed with many new residential subdivisions and diverse commercial and industrial developments. From the 1970s to the 1980s, Burnaby was

further transformed by the introduction of a new vision and Official Community Plan that defined a sophisticated urban center. Today, Burnaby is the third largest city in British Columbia, with four vibrant town centres, and large districts for technology, business and education. Burnaby's citizens live in a broad range of neighbourhoods served by an outstanding park system and civic amenities that continue to chart a path to being an economic, social and environmentally sustainable city.



POPULATION



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

HOUSEHOLD STATISTICS 2016



2.9
Average Persons Per Family



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



59% of the population aged 15 years and older has a post-secondary certificate, diploma, or degree.



\$82,751
Median Family Income



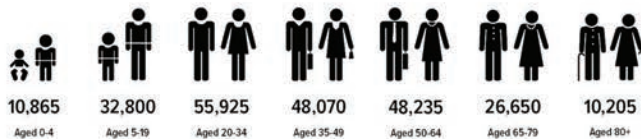
62%
Owner Households



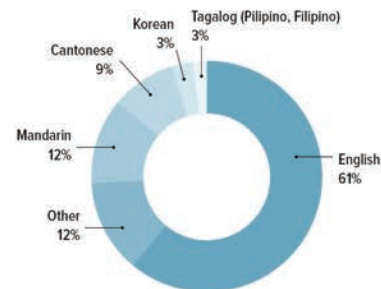
38%
Tenant Households

50% of Burnaby's population identify as immigrants. The top three countries of birth were China, Hong Kong, and the Philippines.

POPULATION BY AGE IN 2016



TOP 5 LANGUAGES MOST SPOKEN AT HOME



LABOUR FORCE



OCCUPATION



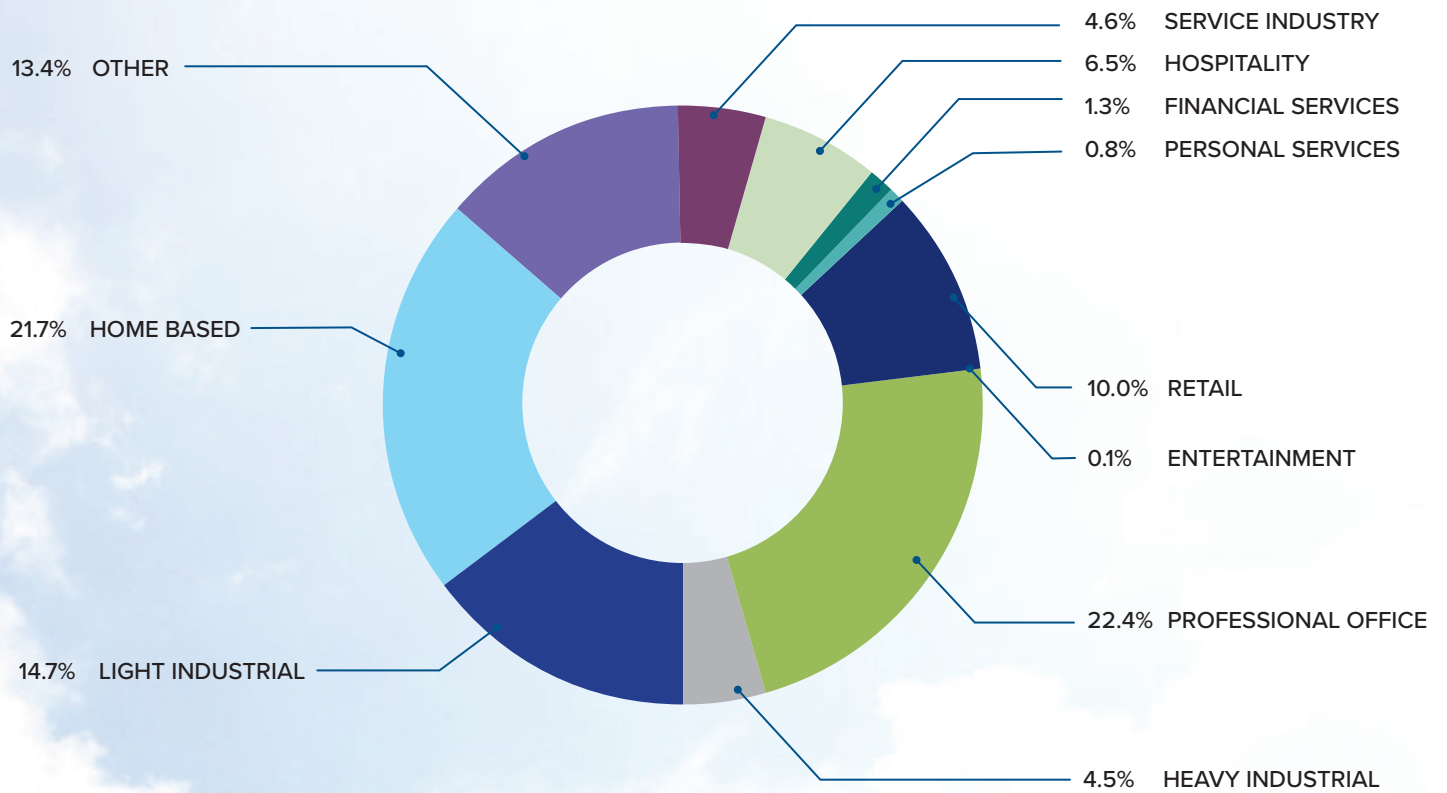
1/3 of Burnaby residents walk, cycle, or take transit to work.



Source: City of Burnaby - Planning & Building Department



2018 BURNABY BUSINESS DISTRIBUTION BY SECTOR



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



**A Safe
Community**

**A Connected
Community**

CORPORATE STRATEGIC PLAN HIGHLIGHTS

The City of Burnaby's Vision is to be **"A World-Class City Committed to Creating and Sustaining the Best Quality of Life for Our Entire Community"**.

The Corporate Strategic Plan is founded upon and guided by the goals that the City has established through a series of forward thinking, long term plans including the Council adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other City policies which establish the planning and resource context of our work. In Burnaby, the path to achieving our vision rests on our Core Values of **Community, Integrity, Respect, Innovation and Passion**, which describe how we do our work, and are the principles that guide our actions and decisions. Following, you will find the City's six strategic goals, related sub goals and highlights of some of our 2018 achievements.

A complete list of 2018 achievements and future initiatives can be found in the City's 2019-2023 Financial Plan, located on the City of Burnaby website.





STRATEGIC GOAL 1: A SAFE COMMUNITY

CRIME PREVENTION & REDUCTION

Bike Patrol Unit

In May of 2018, the City launched the Burnaby Bike Patrol Unit which consists of four uniformed bylaw staff responsible for patrolling parks and public spaces within the City.

Responsible Department: Public Safety & Community Services Department, Business Licence & Property Management

EMERGENCY PREPAREDNESS

Communication Plans

Communications plans for extreme weather, snow conditions, and Fraser River freshet were developed. The Emergency Program section of the City website was also revised and enhanced to help improve information for community preparedness.

Responsible Departments: Corporate Services Department, Marketing and Communications

EMERGENCY SERVICES

Emergency Radio Building Amplification Bylaw

Preparation and adoption of the bylaw to require the installation and maintenance of in-building radio amplification systems to provide uninterrupted public safety and emergency response network communications.

Responsible Departments: Corporate Services Department, Legal; Public Safety and Community Services Department, Fire; Planning and Building Department

TRANSPORTATION SAFETY

Winter Storm Response Plan

The City conducted a review of operational procedures, standards, technology use and resources to identify possible improvements to the City's current Winter Storm Response Plan. The City completed construction of a new salt shed that increased road salt inventory from 2,500 tonnes to 5,500 tonnes, and a variety of other initiatives were completed to enhance transportation safety.

Responsible Department: Engineering Department

COMMUNITY AMENITY SAFETY

Surveillance Cameras

New and improved surveillance cameras were installed on RCMP detachment property to improve building security and safety for members and staff.

Responsible Department: Public Safety & Community Services Department, RCMP Burnaby Detachment



STRATEGIC GOAL 2: A CONNECTED COMMUNITY

DIGITAL CONNECTION

Online Archives Access Enhancements

All archival image documents are now available for download online allowing residents and staff to access and use high resolution images without making a request to the City Archives.

Responsible Department: Corporate Services Department, City Clerk

SOCIAL CONNECTION

Willingdon Linear Park

Organized the Willingdon Linear Park Grand Opening, connecting City departments with the community in a tangible way. The outdoor, open-house style event welcomed over 5,000 people.

Responsible Department: Corporate Services Department, Marketing and Communications

PARTNERSHIP

Coordinated Construction

Burnaby has partnered with Metro Vancouver and other utility providers such as Fortis, in order to coordinate construction of their utility work with City infrastructure. Coordinated construction reduces overall project cost and minimizes neighbourhood disruption.

Responsible Department: Engineering Department

GEOGRAPHIC CONNECTIONS

Burnaby Transportation Plan

In 2018, the City launched Phase 2 of the Burnaby Transportation Plan. The second phase will focus on developing the specifics of the Plan; the strategies, policies, actions and networks that bring the Plan to life. These aspects will reflect community feedback and will build on the Vision, Themes and Goals determined in Phase 1.

Responsible Department:

Planning & Building Department





STRATEGIC GOAL 3: AN INCLUSIVE COMMUNITY

CELEBRATE DIVERSITY

LGBTQ2S+ Pride Street Party

In August 2018, Burnaby Public Library collaborated with other local service providers in creating Burnaby's first ever LGBTQ2S+ Pride Street Party. The event illuminated LGBTQ2S+ presence within the city and was attended by more than 800 people.

Responsible Departments:

Office of the City Manager,

Burnaby Public Library;

Planning and Building Department



SERVE A DIVERSE COMMUNITY

Rapid Response to Homelessness Initiative

The City has partnered with BC Housing to build low-cost supportive housing with a range of services for individuals in need. The facility at 3986 Norland Avenue will include 52 studio units in a three-storey building with a shared amenity space, support services and 24/7 staffing.

Responsible Department: Planning & Building Department

ENHANCE CITY WORKFORCE DIVERSITY

Recruitment Staffing and Outreach

Human Resources representatives facilitated and participated in a variety of career fairs with local organizations.

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

CREATE A SENSE OF COMMUNITY

Burnaby's "Good Things" Campaign

This campaign provided examples of the good things that are happening in our community all in one place on the City website. It creates a sense of community as it brings together the reasons why Burnaby is a great place to live by highlighting recent initiatives.

Responsible Department: Corporate Services Department, Marketing and Communications



STRATEGIC GOAL 4: A HEALTHY COMMUNITY

HEALTHY LIFE

Walk30 Burnaby-New Westminster Walking Challenge

The Cities of Burnaby and New Westminster were jointly awarded a Fraser Health Active Communities grant to co-host a 5 week walking challenge in the spring of 2018.

Responsible Department: Planning & Building Department

HEALTHY ENVIRONMENT

Electric Vehicle Initiatives

In 2018, the City introduced a Bylaw amendment requiring that all parking spaces in new residential developments include an outlet for electric vehicle (EV) charging. An additional two charging stations were added to Deer Lake Centre for a total of four charging stations available for public use.

Responsible Departments: Corporate Services Department, Legal;

Public Safety & Community Services Department, Business Licence & Property Management; Planning & Building Department

LIFELONG LEARNING

Fire Officer Development Program Qualifications

During the spring Training Block, the Fire Department qualified nine (9) members to the Fire Officer 2 level involving practical, relevant and interactive in-service training which provides employees with the job performance requirements sufficient for acting in the capacity of a Fire Captain.

Responsible Department: Public Safety & Community Services Department, Fire

COMMUNITY INVOLVEMENT

Building Relationships

Developed strong personal and corporate relationships in Burnaby. MulberryPARC, Parkland Refining (BC) Ltd, Burnaby Firefighters Charitable Association, CUPE Local 23, and the Keith and Betty Beedie Foundation have all been long time supporters of our programs for seniors. In addition, program participants, local residents, and City employees donate to our Outings for the Elderly Program.

Responsible Department:

Corporate Services Department, Citizen Support Services





STRATEGIC GOAL 5: A DYNAMIC COMMUNITY

ECONOMIC OPPORTUNITY

Economic Development

In 2018, Council gave approval for the continued development of a number of mixed use projects within the Town Centres including a mix of commercial, office and residential development and industrial, office and high technology projects in the Big Bend and other areas of the City, generating economic benefits to the city and region.

Responsible Department: Planning & Building Department

COMMUNITY DEVELOPMENT

South Burnaby Arena Project

Advanced the planning and design for the South Burnaby Arena project, to be achieved through the Community Benefit Funds.

Responsible Department: Planning & Building Department

CITY FACILITIES AND INFRASTRUCTURE

Design and Construction of City facilities

Initiated the detailed design, construction and rebuild of C.G. Brown Pool, and the redesign, development and improvements of playing areas at Burnaby Mountain Golf Course and Riverway Golf Course. Continued the design and construction to Kensington pitch and putt, the renewal planning and upgrades to James Cowan Theatre, and the planning and development of covered sports boxes at various sites in Burnaby.

Responsible Department: Parks, Recreation & Cultural Services Department



STRATEGIC GOAL 6: A THRIVING ORGANIZATION

FINANCIAL VIABILITY

Canadian Award for Financial Reporting

Awarded by the Government Finance Officers Association to the City of Burnaby for its Annual Financial Report for the year ended December 31, 2017.

Responsible Department: Finance Department

COMMUNICATION

Agendas and Meetings

The Clerks department facilitated 28 Open Council Meetings, 12 Public Hearings, and 52 Committee Commission and Board meetings. All of the agendas, reports and minutes are available online and web streaming of City Council meetings are also available for the public and staff to access.

Responsible Department: Corporate Services Department, City Clerk

RELIABLE SERVICES, TECHNOLOGY AND INFORMATION

Information Technology Infrastructure Growth

The Information Technology department continues to grow its data centre operations to provide the underlying IT infrastructure required to support increased online services and internal operations (e.g., the number of servers increased by 22% since 2016). In addition, over the past year, the City has seen a 20% increase in smart mobile devices to enable efficient field operations.

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

TECHNOLOGY AND INNOVATION

Fibre Optic Network Installation

The Information Technology department, in collaboration with the Engineering department, initiated a number of projects to install fibre optic conduits across Burnaby. This is part of a multi-phase program to connect core City sites with a City-owned and operated fibre network that supports the delivery of information and services to residents, businesses, visitors and staff.

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

ORGANIZATIONAL CULTURE

Launch of Information Technology Department Portal

In July, the IT department introduced a revamped departmental intranet site on the City's portal. The IT site helps staff feel more connected by: enhancing two-way communication, disseminating and sharing information quickly and easily, and empowering staff with the ability to locate information and source data for themselves.

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

HUMAN RESOURCES

Strategic Sourcing of Job Candidates

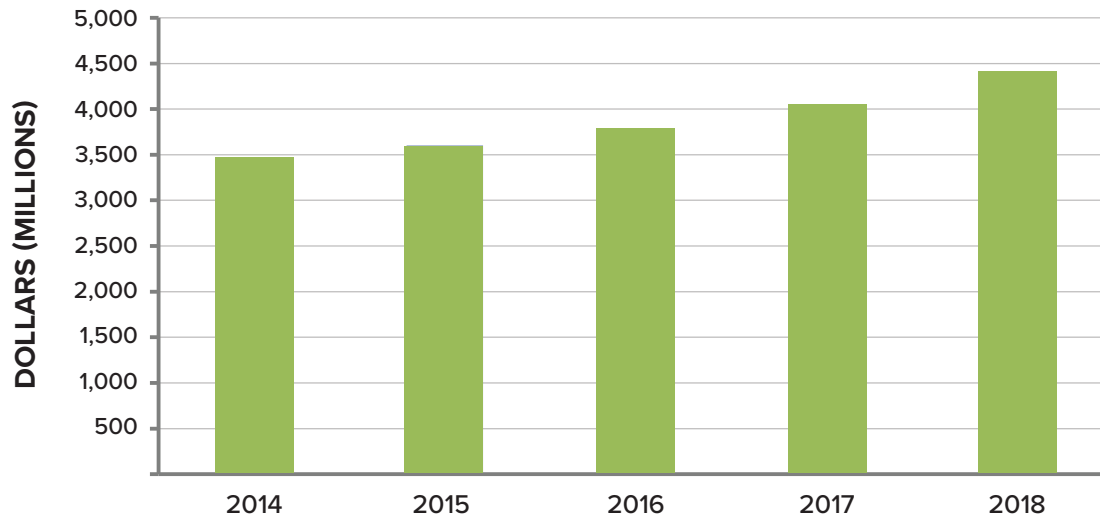
Held a City of Burnaby career fair to encourage job seekers to City positions including seasonal opportunities. Expanded online presence through social media and worked with local organizations to outreach to potential candidates.

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



FINANCIAL HIGHLIGHTS

CONSOLIDATED ACCUMULATED SURPLUS (\$) 2014-2018



Source: City of Burnaby - Finance Department

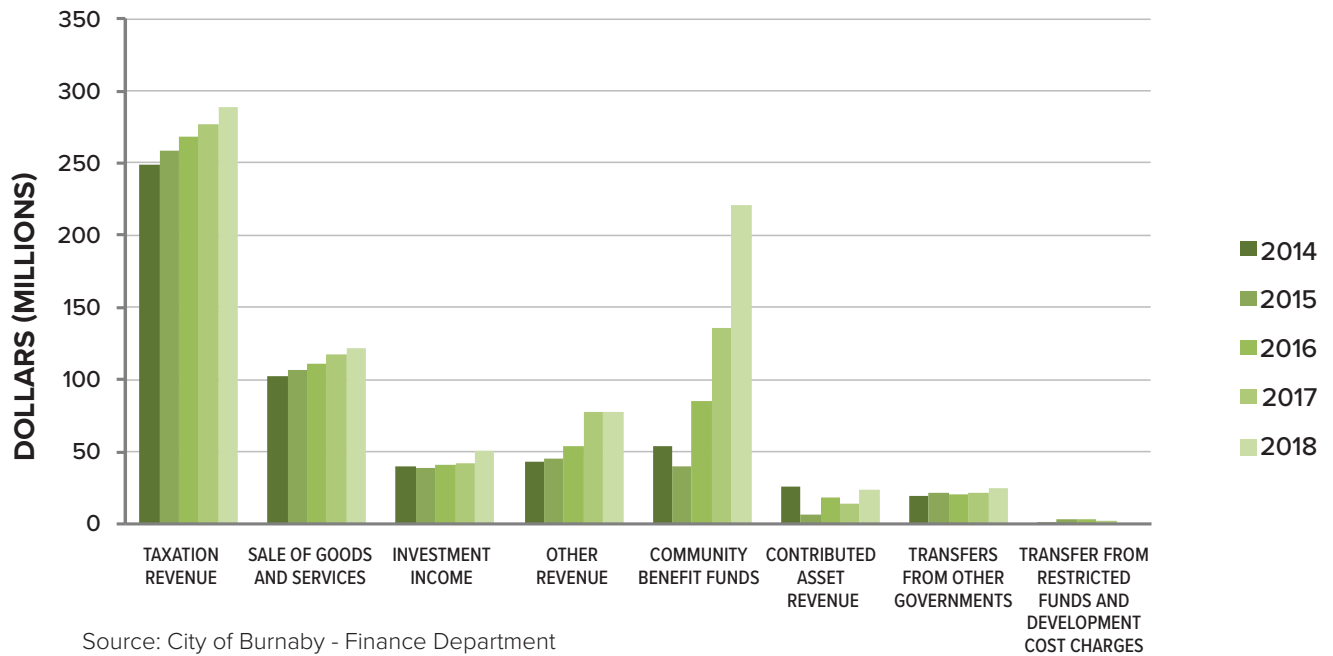
The City's financial position continued to be very robust throughout 2018 with an annual surplus of \$367.2 million (2017 – \$257.4 million), bringing Accumulated Surplus to \$4,414.6 million. The accumulated surplus on the Consolidated Statement of Financial Position is a key measure of the City of Burnaby's financial strength and long-term sustainability. Accumulated surplus is the amount by which financial assets exceed all liabilities and it is represented by Net Financial Assets, which are the City's reserve funds and reserves of \$1,564.6 million (2017 – \$1,265.7 million), and Non-Financial Assets of \$2,850.0 million (2017 – \$2,781.7 million), the majority of which are capital assets, such as civic buildings, recreation centres, parks, roads, water and sewer infrastructure, land, inventory of supplies and prepaid expenses.

The City has a stable revenue base. In 2018, consolidated revenues increased to \$808.2M compared to \$687.9M in 2017, resulting primarily

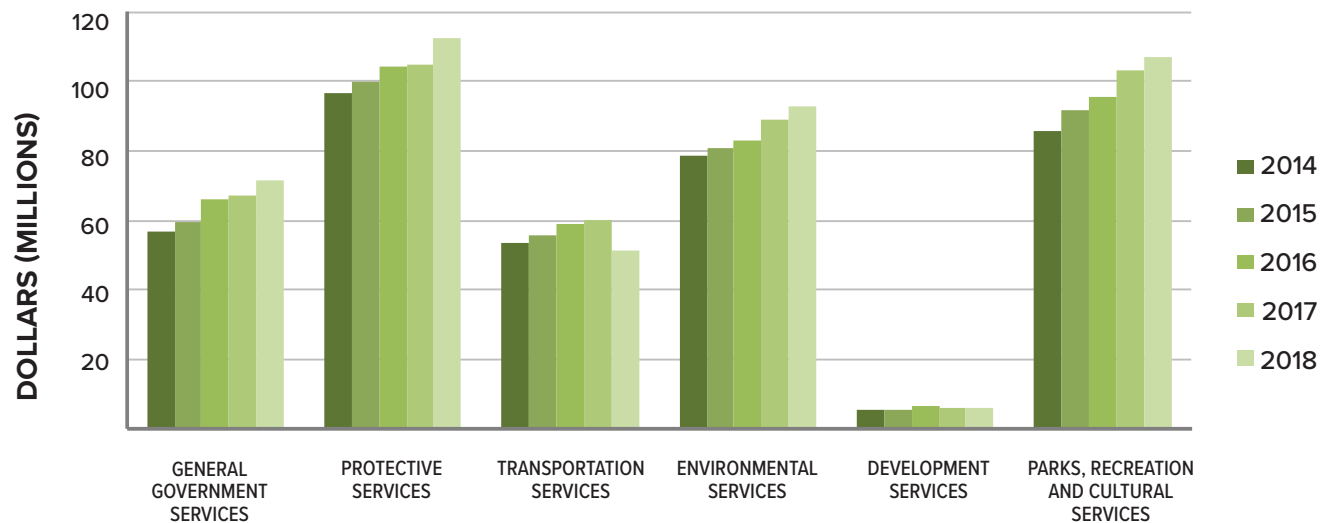
from additional community benefit funds and contributed asset revenue from developers. Both of which are heavily influenced by the level of development activity in the City, which in the past year has been very strong.

The majority of the City's revenue is primarily through taxation revenue generated by property taxes and sewer parcel taxes. In 2018, total taxation revenue was \$289.2M representing 35.8% of the City's overall revenue. Two other stable streams of revenue for the City comes through sale of goods and services and investment income, representing 15.0% and 6.2% respectively for 2018. Sale of goods and services primarily comprises various user fees charged to the public for use of City programs and services such as metered water and sewer rates and recreational and cultural program fees. Investment income consists of the interest earned through investing the City's reserve funds and has been very steady the past five years representing an average yield of 3.7%.

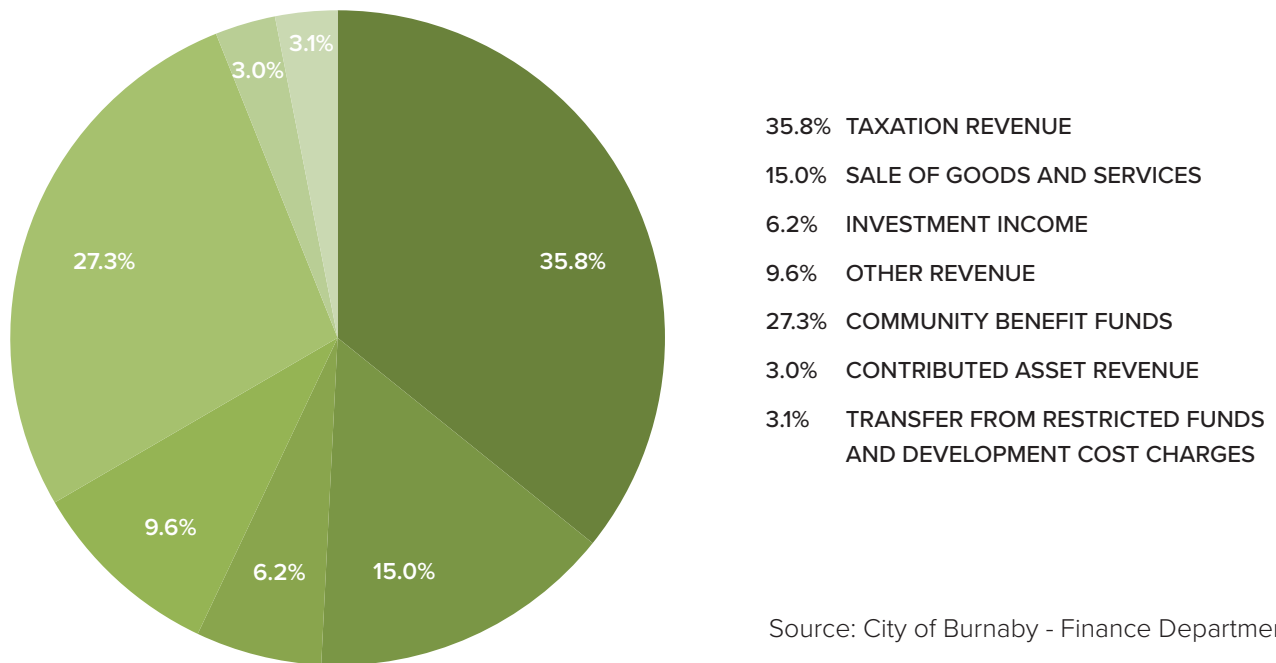
CONSOLIDATED REVENUE BY SOURCE (\$) 2014-2018



CONSOLIDATED EXPENSES BY FUNCTION (\$) 2014-2018



CONSOLIDATED REVENUE BY SOURCE (%) 2018



Source: City of Burnaby - Finance Department

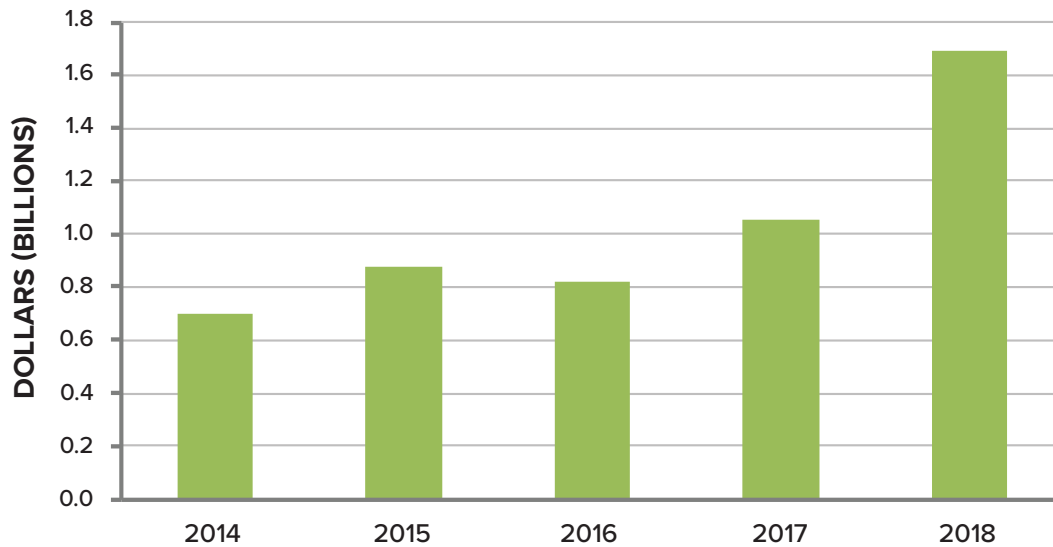
Another significant revenue stream in recent years is community benefit funds that the City receives from developers, representing 27.3% of total revenues in 2018. The level of these funds received by the City is in correlation to the increasing development activity throughout the City and can be variable from year to year. As development activity continues to grow, the City requires developers to contribute additional community benefit funds that will help the City fund specific future initiatives such as recreational facilities and public amenities to help address higher demand resulting from the increased density in the City's four town centres. A majority, or 80%, of the community benefit funds are set aside to support new amenities, and the remaining 20% are set aside to support affordable housing initiatives.

The remaining 15.6% of the City's revenues in 2018 consist of revenue from own sources, contributed asset revenues and various transfers from other governments and restricted funds.

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

General government services accounts for 16.2% of the City's overall expenditures in 2018 and includes the administrative and strategic functions that support the City in their local government operations and capital acquisitions. Protective services accounts for 25.5% and is comprised of activities that provide public safety,

VALUE OF BUILDING PERMITS ISSUED (\$) 2014-2018



Source: City of Burnaby - Planning & Building Department

including fire services, policing services and bylaw enforcement services. Transportation services accounts for 11.6% and includes the coordination and maintenance of various areas such as roads, sidewalks, traffic/pedestrian signals that enable the citizens to efficiently and safely travel throughout the City. Environmental services accounts for 21.0% which consists of activities related to collection services for refuse and recycling, provision of clean water and sewer utilities. Development services account for 1.4% consisting of the City's current and long range planning functions. Lastly, parks, recreation and cultural services accounts for the remaining 24.3%, which includes functions related to maintaining the City's 5,400 acres of parks and its golf courses, providing recreational and cultural programs at the City's community centres, and offering library services at the City's four library branches.

Overall increases to the consolidated expenditures over the past five years are primarily attributable to annual collective agreement, contract and inflationary increases.

The value of the building permits issued by the City in the last five years has been steadily increasing as the development activity continues to increase throughout the lower mainland. In 2018, the City experienced a very strong year in terms of construction activity and development with 1,520 permits issued with a total construction value of \$1.7 billion.



CONSOLIDATED STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2018 WITH COMPARATIVE FIGURES FOR 2017

	2018 ACTUAL (\$)	2017 ACTUAL (\$)
FINANCIAL ASSETS		
Cash and cash equivalents	50,207,797	12,373,125
Investments	1,659,166,744	1,314,162,327
Accounts receivables:		
Accrued interest	176,382,661	192,977,991
Taxes	8,060,719	7,463,236
Local improvement frontage tax	2,689,276	3,034,542
Other receivables	18,589,970	23,794,251
	205,722,626	227,270,020
Total Financial Assets	1,915,097,167	1,553,805,472
FINANCIAL LIABILITIES		
Accounts payables and accrued liabilities:		
Due to other governments	8,843,976	5,177,445
Accounts payable	54,795,912	49,919,185
Accrued liabilities	18,388,598	18,075,162
	82,028,486	73,171,792
Deposits - damages, servicing and other	54,650,108	56,779,256
Deferred revenue	93,541,823	59,539,011
Development cost charges and restricted funds	120,268,683	98,583,114
Total Financial Liabilities	350,489,100	288,073,173
NET FINANCIAL ASSETS	1,564,608,067	1,265,732,299
NON-FINANCIAL ASSETS		
Tangible capital assets	2,844,926,185	2,777,215,567
Inventory of supplies	2,316,952	1,884,440
Prepaid expenses	2,749,537	2,574,919
Total Non-Financial Assets	2,849,992,674	2,781,674,926
ACCUMULATED SURPLUS	4,414,600,741	4,047,407,225

CONSOLIDATED STATEMENT OF OPERATIONS AND ACCUMULATED SURPLUS

FOR THE YEAR ENDED DECEMBER 31, 2018 WITH COMPARATIVE FIGURES FOR 2017

	2018 BUDGET (\$)	2018 ACTUAL (\$)	2017 ACTUAL (\$)
REVENUES			
Taxation revenue	288,889,800	289,221,800	277,179,817
Sale of goods and services	116,911,700	121,355,669	117,588,096
Investment income	41,389,400	50,343,609	42,134,853
Other revenue	50,567,200	77,467,261	77,297,021
Community benefit funds	95,000,000	220,839,583	135,803,973
Contributed asset revenue	5,000,000	24,160,219	13,840,903
Transfers from other governments	20,295,000	24,824,154	21,566,750
Transfer from restricted funds and development cost charges	14,248,000	-	2,536,077
Total Revenues	632,301,100	808,212,295	687,947,490
EXPENSES			
General government services	82,680,200	71,602,169	67,301,101
Protective services	113,107,800	112,502,092	104,872,748
Transportation services	53,245,800	51,287,341	60,068,676
Environmental services	94,260,000	92,596,468	89,123,980
Development services	6,752,900	6,046,290	6,002,735
Parks, recreation and cultural services	104,920,700	106,984,419	103,176,338
Total Expenses	454,967,400	441,018,779	430,545,578
ANNUAL SURPLUS	177,333,700	367,193,516	257,401,912
ACCUMULATED SURPLUS, BEGINNING OF YEAR	4,047,407,225	4,047,407,225	3,790,005,313
ACCUMULATED SURPLUS, END OF YEAR	4,224,740,925	4,414,600,741	4,047,407,225

To see full set of financial statements and notes, please refer to the 2018 Annual Municipal Report at burnaby.ca/financialplan.



CONTACTS AND LOCATION

CITY HALL LOCATION

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

CITY HALL HOURS

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



CITY OPERATIONS

Office of the City Manager

Phone: 604-294-7101

City Clerk

Email: clerks@burnaby.ca
Phone: 604-294-7290

Citizen Support Services

Email: volunteers@burnaby.ca
Phone: 604-294-7980

Human Resources Department

Email: careers@burnaby.ca
Phone: 604-294-7303

Information Technology Department

Email: helpdesk@burnaby.ca
Phone: 604-294-7939

Burnaby Public Library Administration

Phone: 604-436-5427

Fire Station #1

Email: fire@burnaby.ca
Phone: 604-294-7195
Emergency Phone 911

Burnaby RCMP Detachment

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

Engineering Department

Email: engineering@burnaby.ca
Phone: 604-294-7460

Finance Department

Email: finance@burnaby.ca
Phone: 604-294-7362

Parks, Recreation & Cultural Services Department

E-mail: parks@burnaby.ca
Phone: 604-294-7400

Planning & Building Department

Planning Division

E-mail: planning@burnaby.ca
Phone: 604-294-7400

Building Division

E-mail: building@burnaby.ca
Phone: 604-294-7130

