

BURNABY COMMUNITY SAFETY PLAN

PROGRESS REPORT
JULY 1-DECEMBER 2020



burnaby.ca



ACKNOWLEDGEMENT

Burnaby is located on the ancestral and unceded homelands of the hə́łqəmiḥə́n and Sk̓w̓wú7mesh speaking peoples. We are grateful for the opportunity to plan for community safety on this shared territory.

We also want to thank over 1,400 individuals and organizations that participated in the community engagement process and contributed to the development of the Community Safety Plan. This includes Mayor and Council, residents, businesses, institutions, non-profit organizations and City staff among others.



OVERVIEW

The City of Burnaby developed a Community Safety Plan in 2019/2020 to enhance community safety and well-being. The Community Safety Plan is a high-level strategic plan that provides a framework for working with all stakeholders to make decisions about community safety. It sets the course for the future, with a vision of a safe community for all.

The Community Safety Plan was published in June 2020 with a vision, mission, goals, priorities and strategic initiatives, and possible measures that could be used to track performance of the goals and initiatives (see Our Strategic Framework).

Over the first year of implementation, the City put in place 31 initiatives endorsed by Council and confirmed measures for each goal and initiative by developing a Performance Management Framework. The Public Safety and Community Services office coordinated this work across City departments and partner agencies to ensure implementation of the plan. This work culminated in the Progress Report, which outlines progress to date in implementing the Community Safety Plan with a focus on our strategic initiatives grouped by priority.



PRIORITIES & INITIATIVES

PROGRESS STATUS

1 COMMUNITY AMENITY SAFETY Maintain a high level of safety in City buildings and facilities for the public and staff	2 CRIME PREVENTION & REDUCTION Ensure citizens and businesses feel safe in our community	3 TRANSPORTATION SAFETY Make city streets, pathways, trails, and sidewalks safer	4 EMERGENCY SERVICES Provide responsive emergency services	5 EMERGENCY MANAGEMENT Enhance plans, procedures, and services to improve response to emergencies and the ability to maintain City services
--	--	--	--	---

INITIATIVES

1.1 Housing 1.2 Lighting the Way 1.3 Civic Building Asset Safety Improvement 1.4 Project IRIS 1.5 Homelessness Response 1.6 Parks & Natural Areas Enhancement 1.7 Pandemic Response	2.1 Child & Youth Safety 2.2 Substance Use Response 2.3 Ever-Greening Surveillance Program 2.4 Cyber Security Outreach 2.5 Prolific Offender 2.6 Community Watch 2.7 Gang Enforcement & Education 2.8 Mental Health Response	3.1 Burnaby Transportation Plan 3.2 Street Safety Improvements 3.3 Safe & Active Schools 3.4 Safety Campaigns	4.1 Building Readiness Program 4.2 First Responder Resiliency 4.3 Burnaby Fire Department Dispatch Study 4.4 Burnaby Fire Department Fire Services Review 4.5 Community Services Portal 4.6 Burnaby Mobilization & Resiliency Table (B-MART)	5.1 Earthquake Strategy 5.2 Emergency Response & Strategies 5.3 Fire Home Safety 5.4 Emergency Operations Centre 5.5 Emergency Support Services 5.6 Mass Notification System
---	---	--	---	---

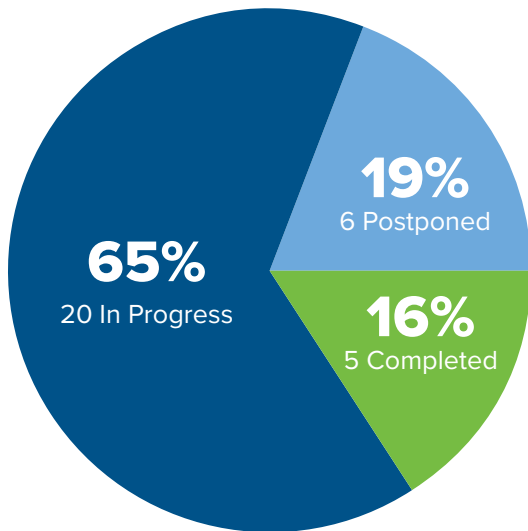
Initiatives Completed

Initiatives In Progress

Initiatives Postponed

PROGRESS STATUS

PROGRESS
STATUS



31
INITIATIVES
TOTAL

5 Initiatives Completed
20 Initiatives In Progress
6 Initiatives Postponed
(Due to COVID-19 pandemic)

COMPLETED INITIATIVE HIGHLIGHTS

1.3 Civic Building Asset Safety

Access improvements completed at Swangard Stadium, Kensington Arena, Burnaby Lake Clubhouse and Cameron Recreation Complex.

1.6 Parks & Natural Area Enhancement

Upgrades were made in 2020 to features in parks with benefit to health, safety and general well-being of the the community.

1.7 Pandemic Response

Implemented the advice and requirements from health authorities to reduce the risk of COVID-19 transmission and helped establishing a safe recovery of City operations and services.

2.2 Substance Use Response

Naloxone kits were distributed to Burnaby RCMP, Burnaby Fire Department and civic recreation centres and libraries.

2.3 Ever Greening Surveillance Program

Nine cameras were upgraded at CG Brown, 13 cameras were replaced, four were added and the server was upgraded at City Hall, and 13 new cameras added to Burnaby Lake Sports Complex West.



COMMUNITY AMENITY SAFETY

This priority recognizes that safe communities offer a range of public spaces and amenities, and associated services that are not only safe and attractive places to be, but also that foster broader community safety through the prevention, reduction and response to harm or injury. The focus is to maintain a high level of safety in City buildings for the public and City staff.



1.1 HOUSING

PROGRESS

The City has made notable progress in 2020, with the following housing initiatives contributing to Community Amenity Safety:

- » Implementation of an updated Tenant Assistance Policy to better support renters who are displaced due to redevelopment;
- » Implementation of the finalized Rental Use Zoning Policy to ensure new market and below-market rental housing is added to the City's rental stock;
- » Creation of the Burnaby Rent Bank to help tenants stay in their housing and prevent homelessness in the face of unforeseen financial difficulty;
- » Development of a Housing Needs Report and HOME: Burnaby's Housing + Homelessness Strategy to establish a 10-year strategic plan for housing based on identified housing needs in the community; and,
- » Provision of multiple City-owned lands and housing funding to facilitate new affordable housing development.

Due to COVID-19, public engagement on the Housing Needs Report and HOME: Burnaby's Housing + Homelessness Strategy were delayed. Both initiatives are now anticipated to be completed in 2021, with new housing actions to be implemented once adopted by Council.



1.2 LIGHTING THE WAY

PROGRESS

In the past four years the City had converted all City-owned street lights (approximately 12,000) from High Pressure Sodium (HPS) to Light Emitting Diode (LED). This provides a whiter and brighter light that increases the visual acuity for all nighttime users. The next phase of work involves the conversion of pedestrian-level lights along sidewalks to LED.

New street and park lights are also installed annually to illuminate unlit or poorly lit areas. An average of about 275 are installed per year. BC Hydro is planning to convert all Burnaby leased lights (street lights on wooden utility poles) to LED beginning in 2021 that will further enhance lighting in the city.



1.3 CIVIC BUILDING ASSET SAFETY IMPROVEMENT

COMPLETED

Accessibility improvements were completed at Swangard Stadium, Kensington Arena, Burnaby Lake Clubhouse and Cameron Recreation Complex in 2020. On an annual basis, accessibility related improvements are identified for completion within civic buildings.



1.4 PROJECT IRIS

PROGRESS
(Postponed due to COVID-19 pandemic)

The initiation of Project IRIS is on pause due to the pandemic.



1.5 HOMELESSNESS RESPONSE

PROGRESS

HOME: Burnaby's Housing + Homelessness Strategy is being developed, with anticipated completion in winter/spring 2021.

- » The City fast-tracked approvals for an Emergency Response Centre at 3860 Sperling Avenue, a BC Housing shelter in which those who are homeless can stay and be physically distanced during the COVID-19 pandemic.
- » The City is working with BC Housing to add 43 new units of supportive housing at 3986 Norland Avenue for those who are homeless or at-risk of homelessness. The new units will open in mid-2021.



1.6 PARKS & NATURAL AREAS ENHANCEMENT

COMPLETED

Numerous upgrades were made in 2020 to features in parks to benefit health, safety and general well-being of the community.

Barnet Marine Park

- » Reconstruction of the parking lot included improving the vegetative filtering of pollutants and a reduction in peak flows

Forest Glen Park

- » Installed playground amenities
- » Installed trail, four benches and bear-proof garbage can and picnic pads
- » Installed drinking fountain/jug filler at wading pool

Lakeview Park

- » Installed playground amenities
- » Installed drinking fountain/jug filler in new location along pathway
- » Installed picnic table, bench and bear-proof garbage can
- » Installed trail extension to playground

Riverway Park

- » Installed play box and playground amenities
- » Renewed walk only path

Taylor Park

- » Replaced playground drainage
- » Installed new sandbox border
- » Installed bottle filler at sandbox
- » Installed new concrete play box borders



1.7 PANDEMIC RESPONSE

COMPLETED

In spring 2020, the World Health Organization declared the COVID-19 outbreak a pandemic. As directed by the City of Burnaby's Pandemic Guideline, Level 1 of the City's Emergency Operations Centre (EOC) was activated. A Director was appointed to run the centre, supported by a team of City staff in the areas of planning, logistics, operations, documentation, communications and risk management. The EOC provided periodic updates to staff on emergency measures required and how they would affect City operations, events and businesses.

City staff worked collaboratively to design and implement the advice and requirements from health authorities to reduce the risk of COVID-19 transmission and helped in establishing a safe recovery of City operations and services. Outcomes included provision of information on personal hygiene; training staff on new procedures; installation of physical distancing signs, floor markings and plexiglass barriers; distribution of face masks; limiting meeting size; encouraging the adoption of virtual meetings; reduction of touch points; enhanced cleaning protocols; modification of program delivery; and safe reopening of City facilities.

CRIME PREVENTION & REDUCTION

This priority recognizes the critical role crime prevention and reduction plays in enhancing community safety. Crime prevention and reduction refers to efforts to prevent, reduce and deter crime, ensuring citizens and businesses feel safe in our community.



2.1 CHILD & YOUTH SAFETY

PROGRESS

Several City departments work actively to ensure those who visit, live or work in Burnaby feel safe here. Burnaby RCMP uses social media to educate and engage a large virtual audience on child and youth safety related issues. Also, Burnaby Fire Department and Burnaby Public Library perform strategic outreach on this topic. In 2020, Burnaby RCMP used social media to assist investigators to reunite a missing child with their parent. BFD in-person outreach to children and youth was paused due to COVID restrictions. BPL distributed posters to families on COVID playground safety.



2.2 SUBSTANCE USE RESPONSE

COMPLETED

Substance use was consistently identified in the research and in our engagement as a major contributing factor to community safety issues in Burnaby. The City distributes naloxone kits to Burnaby RCMP and Burnaby Fire Department, and in 2020 expanded the distribution of naloxone kits to all our civic recreation centres and libraries. The naloxone kits were included in the same AED cases that are mounted throughout the facilities. Staff also created easy-to-identify signage to increase public awareness.



2.3 EVER-GREENING SURVEILLANCE PROGRAM

COMPLETED

Cameras were added and all aging infrastructure (cameras, DVRs and wiring) was updated at CG Brown Memorial Pool, City Hall and Burnaby Lake Sports Complex West. Nine cameras were upgraded at CG Brown, and at City Hall 13 cameras were replaced, four were added and the server was upgraded. At Burnaby Lake Sports Complex West, 13 new cameras were added.



2.4 CYBERSECURITY OUTREACH

PROGRESS

Public presentations by Burnaby RCMP to prevent and deter cybercrimes was paused in 2020 due to the pandemic. The RCMP used social media to educate and engage a large virtual audience on the topic of cybersecurity, including posts on the risks of sending money online. The Burnaby RCMP Crime Prevention Unit is including cybersecurity among a new series of virtual presentations to be provided to the public in 2021.



2.5 PROLIFIC OFFENDER

PROGRESS

Burnaby RCMP officers focus on those individuals conducting a disproportionate amount of crimes in our community. During this reporting period, six prolific offenders were caught breaching a court order.



2.6 COMMUNITY WATCH

PROGRESS

City Watch is a program designed to educate and prepare City staff to report criminal and nuisance activity observed in the community while on the job. Training for this program was paused in 2020 due to the pandemic. Similarly, Block Watch is a public program which encourages Burnaby residents to look out for their neighbours, and work with police to report criminal and suspicious behaviour. The Burnaby RCMP Crime Prevention Unit welcomed 11 new neighbourhoods to the program in 2020. Burnaby RCMP is working with the City Communications Department to develop an online platform to support new and existing Block Watch participants in 2021. Online visitors will be able to update their neighbourhood information, request training material and more.



2.7 GANG ENFORCEMENT & EDUCATION

PROGRESS

Burnaby RCMP officers work strategically to reduce and deter gang activity in Burnaby. Officers worked on more than 200 gang-related files, including seven breaches of a court order during this reporting period.



2.8 MENTAL HEALTH RESPONSE

PROGRESS

Several units within the Burnaby RCMP work collaboratively to support and connect those experiencing a mental health crisis with appropriate services. In 2020, RCMP Victim Services Unit supported more than 70 individuals whose loved one was experiencing a mental health crisis. Youth Services counsellors provided therapeutic support to more than 89 at-risk children and youth. School Resource Officers connected 23 children and youth in crisis with appropriate service providers. Burnaby RCMP Mental Health Coordinators helped more than 123 residents whose mental health challenges brought them into frequent contact with police.

TRANSPORTATION SAFETY

This priority recognizes the important role planning, development, and delivery of safe transportation networks play in safe communities. Being able to move around safely is a core requirement for keeping Burnaby a great place to live, work, learn and play.



3.1 BURNABY TRANSPORTATION PLAN

PROGRESS

The City is creating a new Burnaby Transportation Plan which will include a new vision, themes, goals, targets, policies, actions and networks. It will establish a long-term framework for how to move people, goods and services in the city. The Transportation Plan will take a holistic approach to transportation and will address public realm, walking and accessibility, cycling, public transit, goods and services movement, and driving. It will also include specific policies and actions to improve safety and accessibility in the city and reduce injuries and fatalities for all modes. Consultation on Phase 2 of the Plan wrapped up at the end of 2020. Input on the Phase 2 targets, big moves, policies and networks will be incorporated into a draft Plan in Phase 3. The draft Plan will include actions and an implementation strategy which will be brought forward for public consultation in 2021.



3.2 STREET SAFETY IMPROVEMENTS

PROGRESS

Numerous transportation safety improvement projects are completed every year to enhance street safety for all road users. This includes full roadway upgrades with curb, gutter, boulevards, sidewalks, street lighting and multi-use urban pathways along a stretch of roadway. It also includes numerous traffic control modifications at very specific locations such as a new traffic signal, curb bulges, traffic medians, speed humps, speed reader boards and regulatory signs. The aspirational goal is to have sidewalks on every street in Burnaby and to have no traffic injuries. The short-term goal is to trend in the right direction with more sidewalks and fewer traffic injuries every year. This is part of an ongoing annual street safety improvement program.



3.3 SAFE & ACTIVE SCHOOLS

PROGRESS

Burnaby RCMP provides outreach and enforcement to increase road safety in and around Burnaby schools. The RCMP also uses social media to increase education and engagement on this topic. The RCMP Traffic Unit conducted several campaigns focused on child and youth pedestrian safety, and school zone speed enforcement. In 2020, this included four playground pedestrian safety campaigns, to encourage safer driving behaviour in these areas. The RCMP Communications team also reached over 15,000 people on social media with Back-to-School road safety messaging. RCMP Youth Section conducted 121 traffic patrols outside Burnaby schools during this three month reporting period. Uniformed members went out on foot to patrol crossing points during school drop-off and pick-up times.



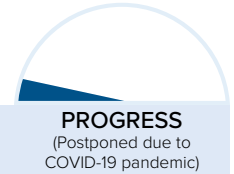
3.4 SAFETY CAMPAIGNS

PROGRESS

The Burnaby RCMP Traffic Unit used strategic enforcement efforts to target a range of unsafe driving behaviours. This included several impaired driving roadblocks, commercial vehicle safety inspection campaigns, distracted driving operations, and ticketing initiatives for illegal ride-shares. Burnaby RCMP also reached more than 120,000 social media users with road safety messaging. The City contributes funding to HUB to host the Fall Bike to Work Week which includes safe biking messaging.

EMERGENCY SERVICES

This priority recognizes the significant role that emergency services play in supporting safe communities. Emergency services are dedicated to ensuring the protection of people by addressing emergencies.



4.1 BUILDING READINESS PROGRAM

The installation and maintenance of in-building radio amplification systems, in accordance with City bylaws, in new concrete buildings is underway through the rezoning and development approval process. Emergency response and first responder safety will be improved through installation of this technology.



4.2 FIRST RESPONDER RESILIENCY

PROGRESS

First Responders have been identified by many worker advocacy groups and by WorkSafeBC as being at high risk of mental and physical harm due to the work and exposures they face daily. First Responder Resiliency focuses efforts to strengthen the ability of our staff to positively and productively manage the impacts of their work. The Burnaby Fire Department in collaboration with Burnaby Firefighters Association Local 323 have invested heavily in the building of internal programs, Department Champions and resources to increase the proactive and reactive support for its members in an effort to protect them for the lasting harms presented by work-related challenges to their mental and physical health. Building on the successes of the development/introduction years of 2019 and 2020, in 2021 BFD is seeking to stabilize and normalize its resiliency programs.



4.3 BURNABY FIRE DEPARTMENT DISPATCH STUDY

PROGRESS

The Burnaby Fire Department Dispatch Study has been undertaken to assess the scope and feasibility of redeploying BFD's Communication Centre from its current location at aging the Fire Station #1 to a new available space within Fire Station #7. The BFD Dispatch Study has been completed and a capital funding request has been made in the City's 2021-2025 Capital Plan.




4.4 FIRE SERVICES REVIEW

PROGRESS

In 2019, the Burnaby Fire Department engaged an external consultant to provide a fire service needs assessment. This assessment focused on completing a qualitative and quantitative analysis of the current state of BFD, and identified service gaps and future demand drivers. The external consultant provided a published document that identifies recommendations for the BFD. The BFD and City will develop a two-year strategic plan that provides approval and funding at an achievable pace to care for the required action items identified.

4.5 COMMUNITY SERVICES PORTAL



PROGRESS
(Postponed due to
COVID-19 pandemic)

This initiative has been pushed out to 2021 for design due to the impact of the pandemic on City human and capital resources.

4.6 BURNABY MOBILIZATION & RESILIENCY TABLE



PROGRESS

The Burnaby Mobilization and Resiliency Table (BMART) is a collaborative initiative, led by the City and the Burnaby RCMP. The intent of the program is to create a central hub for the partnering agencies to meet together and present situations of “acutely elevated risk” (AER). These situations are run through an established process, which will either trigger a multi-agency intervention to immediately reduce risk of harm to Burnaby residents, or initiate a collaborative case management response, outside of the BMART setting. Participating agencies, including government agencies and non-profit organizations, meet weekly at City Hall.

After the initial launch in the spring of 2019, BMART had been building momentum and has processed 36 situations of AER. The table had reported successful interventions and in 72 per cent of situations reported a decreased level of acute risk. Working relationships between the human service agencies participating have been strengthened, and participants have gained a greater understanding of the resources each agency offers to Burnaby residents.

EMERGENCY MANAGEMENT

This priority recognizes the role that emergency management plays in supporting safe and resilient communities. It is important to enhance plans, procedures and services so that the City is better prepared to respond to emergencies and disasters, and is able to maintain services.



PROGRESS
(Postponed due to COVID-19 pandemic)

5.1 EARTHQUAKE STRATEGY

The initiation of the Earthquake Strategy has been tabled at this time due to the activation of the City's Emergency Operations Centre and reassignment of staff resources to respond to the COVID-19 situation.



PROGRESS
(Postponed due to COVID-19 pandemic)

5.2 EMERGENCY RESPONSE & STRATEGIES

Many of the Emergency Response & Strategies initiatives were deferred, postponed or tabled due to the activation of the City's Emergency Operations Centre and reassignment of staff resources to respond to the COVID-19 situation.



5.3 FIRE HOME SAFETY

PROGRESS

Within British Columbia, provincial oversight agencies have identified a marked increase in fire fatalities within residential structure fire events. A contributor to this hazard is typically the lack of working smoke alarms. The City seeks to initiate a program within the Burnaby Fire Department to reach out to communities at risk and support the safety of their homes by providing new working smoke alarms where they are currently not present. This target of this new program is to provide 100 new working smoke alarms within homes of people at risk in 2021.



5.4 POST-DISASTER EMERGENCY OPERATIONS CENTRE

PROGRESS

In an emergency, residents will need to be warned and protected. Emergency Operations Centres (EOC) play an important role in this emergency response. EOCs provide a way to centralize direction and control, co-ordination, and provide support resource in a major emergency. The City is developing a purpose-built EOC as part of the Laurel Street Works Yard redevelopment project. This EOC will better equip the City to meet City and community safety response requirements, and enable the co-ordination of City departments, government agencies, private sector, volunteer agencies and other interested parties. The Laurel Street project is well underway and is expected to be complete in 2023.



5.5 EMERGENCY SUPPORT SERVICES

PROGRESS

Emergency Support Services (ESS) is a provincial program delivered by the City and legislated by the Emergency Program Act to provide for the short-term needs of evacuees and response workers in an emergency situation. The ESS program in Burnaby is an active and ongoing program of emergency management. The EMBC Emergency Support Services (ESS) Modernization Project was delayed due to COVID-19 and the Provincial election. This ESS Modernization project includes updates to branding, legislation, policies, processes, training and development of an online tool for evacuee registration and referrals titled *Evacuee Registration and Assistance (ERA)*.



5.6 MASS NOTIFICATION SYSTEM

PROGRESS

Due to the COVID-19 pandemic, activation of the City's Emergency Operations Centre from March 11 to present day, and reassignment of staff resources to respond to the COVID-19 situation, expected work on the Mass Notification System initiative was temporarily postponed.

MOVING FORWARD

This Plan provides direction on how Burnaby can enhance community safety. The Plan is designed to be flexible and able to respond and adapt to opportunities as they arise.

When the Plan was launched in June 2020, it was clear that the strategic initiatives and approaches would need to evolve over time to ensure it was a living document that reflects the changing needs of our community.

The data included in the dashboard and progress report will be used to inform program development and identify new tactical responses to our challenges. Continuous improvement of our strategic initiatives will be based on evidence gathered through these and other measures.

