

BURNABY COMMUNITY SAFETY PLAN

2022 PROGRESS REPORT
AND 2023 UPDATE



Burnaby.ca

ACKNOWLEDGMENT

Burnaby is located on the ancestral and unceded homelands of the hə́ŋqəmiṇə́h and Skwxwú7mesh speaking peoples. We are grateful for the opportunity to plan for community safety on this 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.



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MESSAGE FROM THE MAYOR



In 2020, we published Burnaby’s first-ever Community Safety Plan – a comprehensive roadmap to making our city safer and more welcoming for people from all walks of life.

We’ve made great progress since then. City staff have worked with residents, businesses and community organizations to implement innovative programs aimed at everything from crime prevention and reduction to transportation and community amenity safety.

Over the last three years, unexpected challenges have tested our ability to keep our community safe. From a pandemic to extreme weather events, the current version of the Community Safety Plan is strengthened and informed by the valuable lessons we’ve learned since 2020.

We are fortunate to live in a community that is both culturally and geographically diverse – it’s what makes Burnaby such a special place. We also recognize that not everyone in Burnaby is facing the same issues – and so we need to take care to ensure our approach to community safety meets the needs of our residents, regardless of their situation.

That’s why Burnaby’s Community Safety Plan continues to be a living document that we will revisit and update over time. I want to thank all staff, residents, businesses and stakeholders who provided input on this Plan, and who continue to work with us as we seek to create the city that we all want to live in and be in.

Thank you.

A handwritten signature in black ink that reads "M Hurley".

Mayor Mike Hurley



OUR CORE VALUES

The City of Burnaby's Corporate Strategic Plan states that our Purpose is to "create the city that we all want to live and be in".



The City's long term goals are:

PEOPLE	CUSTOMERS	COMMUNITY
<p>Empower happy, engaged and committed staff</p> <p>We hire, develop and support staff to connect to our purpose and values. Our people have the tools and skills to do high-quality work, and the confidence and trust to work together, take risks, and dream big.</p>	<p>Provide industry-leading and innovative customer experience</p> <p>We find new ways to make it easier for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.</p>	<p>Create vibrant communities</p> <p>We build communities that inspire people to live their best lives. We build a city that is sustainable, inclusive and livable.</p>

PLAN AT A GLANCE

The Community Safety Plan is a living document we continue to revisit and develop, to deliver on the vision of a safe community for all.

This document is a high-level strategic plan providing a framework for working with multiple participants to make decisions about community safety. Its goal is to set the course for the future, with a vision of a safe community for all. The original plan was developed in 3 phases (preparation, development and finalization) in collaboration with community members, groups and other parties in Burnaby.

SYNOPSIS OF PHASES

Phase 1 focused on analyzing existing safety risks, a review of best practices and research which included numerous participant and key informant interviews. In phase 2, more than 1,400 members of the public and key participants were engaged and tasked with identifying risks and proposing solutions. This input formed the foundation of the plan. In phase 3, a draft plan was put to the test with further community and stakeholder engagement. Following this review, the first Community Safety Plan was adopted by Council in the summer of 2020.

As a living document, we continue to revisit and update this plan over time with the lessons we've learned since it's development.

ENGAGING THE COMMUNITY

The Community Safety Plan was built through collaboration with community members, key groups, partners and City departments.

To enhance community safety in the City of Burnaby, we can't act alone. To be successful, community engagement and collaboration with our residents, businesses, and other community partners is key to achieving success.

In 2023, the City will be working with Simon Fraser University's School of Criminology, through our Civic Innovation Lab, to conduct research and develop community-based prevention and intervention initiatives to address gun and gang violence. This initiative was made possible through the Building Safer Communities Fund. In addition, we'll be holding a series of community open houses to discuss some of the violence-related issues facing our youth today.



EXPANDING OUR VISION

Burnaby is a safe community for all

Building community safety through social connection and resiliency is essential for creating a safe and supportive environment. Social connection refers to the relationships and interactions among community members, while resiliency refers to the ability of a community to bounce back from difficult situations and challenges.

Encouraging regular social interactions through activities such as neighborhood events, community gatherings and group volunteer opportunities helps to foster a sense of belonging, creates trust and understanding, and a sense of shared responsibility leading to the well-being of a community.

Community resiliency is built by developing and maintaining effective communication channels among community members. This can include regular community meetings, social media groups and emergency communication systems to help community members stay informed and able to quickly and effectively respond to emergencies and crises. Building community resiliency also includes preparing for and responding to disasters, emergencies and other crises. This can include creating emergency plans, conducting drills and training, and building relationships with emergency responders and other community partners.

By fostering social connections, promoting inclusivity, developing effective communication channels and building resiliency, communities can create a safe and supportive environment for all.



KEY ACCOMPLISHMENTS

The Community Safety Plan was first developed in 2020 as a comprehensive strategy for promoting community safety and well-being. Created through a collaboration between the City of Burnaby, Burnaby RCMP and partners, the plan addresses the diverse safety concerns and priorities of the community. Through continued collaboration and a commitment to our goals, the plan's initiatives will continue making Burnaby a safer, and more vibrant community to live, work and play.

2020

- » First Community Safety Plan published
- » Pandemic response
 - reduced risk of COVID-19 transmission and established safe recovery of City operations
- » Substance use response
 - Naloxone kits distributed to Burnaby RCMP, Burnaby Fire, recreation centres and libraries

2021

- » Emergency Response Centre opens
- » Completed Burnaby Transportation Plan
- » Ongoing pandemic response

2022

- » Extreme Weather Response
 - City opened 4 cooling centres and 2 warming centres during periods of extreme weather to support anyone at risk.
- » UBCM grant received to support homeless outreach services
- » Improvements to traffic infrastructure around the
 - City: added many crosswalks, sidewalks, urban and forest trails, and trail lighting
- » Pandemic Response
 - all City operations safely re-opened and many pandemic restrictions removed

2023

- » Updated 2023 Community Safety Plan with 6 new initiatives
- » Planning for a complete refresh of the Community Safety Plan in 2025

MOVING FORWARD

To build on the progress we've made in recent years, we'll be taking on the following six new initiatives in 2023:

- 1. Reducing violent crime:** The Community Safety Department is working closely with SFU's Civic Innovation Lab and other community partners to find new ways to deter gun and gang violence in our community.
- 2. Improving fire response times:** In 2023, the Burnaby Fire Department (BFD) is adding a new Fire Station at SFU, revamping work processes and stepping up recruitment activities.
- 3. Improving resiliency:** This initiative aims to enhance the BFD's resiliency not only during regular daily operations, but also during periods of increased demand due to localized or regional crises.
- 4. Community engagement:** The BFD uses a variety of tools to engage the community, including social media, open houses, public educational workshops and charity involvement.
- 5. New technical programs to improve community safety:** The BFD is enhancing base and special operations with new technical programs and initiatives including: wildland firefighting, air quality indexing and a Tactical Evacuation Program to protect affected citizens from health and safety risks.
- 6. Extreme weather events:** In 2022, the City received a BC Healthy Communities grant of \$25,000 for an age-friendly project. The Planning Department will use the grant to develop and deliver a community-based extreme weather response plan to support isolated seniors and other vulnerable populations.

With the updated 2023 CSP, we're well-positioned to continue making a positive impact in 2023.

In 2025, the Community Safety Department is planning a full review and refresh of the Community Safety Plan, including a full public consultation process to determine priorities.



PRIORITIES & INITIATIVES

To achieve the vision of a safer Burnaby community for all, the Plan identifies five priority areas that address the objectives in this Plan. Each priority includes enhanced, existing and new strategic initiatives.

PRIORITIES	INITIATIVES
<p>1</p> <p>COMMUNITY AMENITY SAFETY</p> <p>Maintain a high level of safety in City buildings and facilities for the public and staff</p>	<ul style="list-style-type: none"> » Housing ● » Lighting the way » Civic Building Asset Safety Inspection Program » Integrated Resources for Investigations and Safety » Homelessness response » Parks and natural areas enhancement » Pandemic response ● » Body worn cameras
<p>2</p> <p>CRIME PREVENTION & REDUCTION</p> <p>Ensure citizens and businesses feel safe in our community</p>	<ul style="list-style-type: none"> » Child and youth safety » Substance use response ● » Evergreening Surveillance Program » Cyber security outreach » Prolific offender » Community watch » Gang enforcement and education » Guns and gangs: prevention intervention ■ » Good Neighbour Program
<p>3</p> <p>TRANSPORTATION SAFETY</p> <p>Make city streets, pathways, trails and sidewalks safer</p>	<ul style="list-style-type: none"> » Burnaby Transportation Plan ● » Street safety improvements » Safety campaigns: commercial vehicle enforcement
<p>4</p> <p>EMERGENCY SERVICES</p> <p>Provide responsive emergency services</p>	<ul style="list-style-type: none"> » Building readiness program ● » First responder resiliency ● » Burnaby Mobilization and Resilience Table » Improving response times ■ » Resiliency during concurrent emergency incidents ■ » Stepping up community engagement ■ » New technical programs ■
<p>5</p> <p>EMERGENCY MANAGEMENT</p> <p>Enhance plans, procedures, and services to improve response to emergencies and the ability to maintain City services</p>	<ul style="list-style-type: none"> » Earthquake strategy » Emergency response and strategies » Fire home safety ● » Emergency Operations Centre » Extreme weather strategy » Emergency support services » Age friendly extreme weather planning ■



COMMUNITY AMENITY SAFETY

This priority recognizes that a safe community has public spaces and amenities planned, designed, built and managed to prevent or reduce harm or injury. The main element of this priority is the planning, design and maintenance of safe community amenities.

Housing •

Housing initiatives in 2022 that impacted community amenity safety include:

- » implementation of HOME: Burnaby's Housing and Homelessness Strategy (December 2021)
- » completion of 2-year review of the Tenant Assistance Policy (October 2022), with amendments coming into effect January 1, 2023
- » working with partners to develop 11 City-owned sites for affordable (non-market) housing
- » initiated 2-year review of Rental Use Zoning Policy and Housing Fund; key policies to increase the number of market and non-market rental units
- » on-going City participation in the Burnaby Rent Bank

OUTCOMES

Safe secure and affordable housing is fundamental to people feeling safe and secure in their community. Staff have been implementing the HOME Strategy, a 10-year action plan on housing and homelessness, since it was adopted by Council on December 6, 2021.



Lighting the way

This citywide prioritization assessment focused on lighting upgrades for all the multi-use pathways (MUPs) and high-use pedestrian areas throughout the City. The evaluation of priority locations was based on the following criteria:

- » existing MUP lighting fixtures
- » available infrastructure
- » trail/facility length
- » pedestrian volume
- » roadway proximity
- » adjacent roadway classification
- » transit proximity
- » school proximity
- » town centre proximity

OUTCOMES

With the prioritization assessment complete, initial lighting upgrades are planned for the following locations:

- » Drummond's Walk Urban Trail
- » BCIT MUP
- » Rumble Street
- » Burnaby Mountain Urban Trail

This work is now included in the 2023 Capital Plan.



Civic Building Asset Safety Inspection Program

The City of Burnaby owns and manages a collection of civic buildings including City Hall, libraries, fire halls, police stations, recreation centres, daycares, resource centres and other support facilities.

Having safe and sustainable buildings are critical for community safety and resilience. The City's Facilities Management Division in Lands and Facilities has implemented the Civic Building Asset Safety Inspection Program to proactively maintain and inspect building systems for safe occupation and to reduce risks by optimizing building asset management. The inspection program includes the review of safety systems such as elevators, fire protection systems, water back flows, boilers and electrical systems.

The City's committed to delivering high levels of service while managing the costs of ownership of the building assets. The City also regularly identifies civic facilities for renewal through capital planning, asset management and the Facilities Maintenance Renewal Program.

OUTCOMES

In 2022, the program carried out and completed over 2,500 preventative maintenance inspections and completed all follow-up equipment repairs as necessary for safe building occupation. This program is ongoing and all the reviews and inspections are performed at regular intervals throughout the year.

Integrated Resources for Investigations and Safety *

Surveillance technologies such as closed-circuit television (CCTV) cameras have proven instrumental in aiding police with investigations. These systems are also a tool in preventing crime and increasing safety. In recent years, the City completed the design, installation and upgrades to new and existing video monitoring systems at various City facilities including Willingdon Community Centre, Confederation Spray Park, Swangard Stadium and Bob Prittie Metrotown Library.

The City can explore opportunities to adopt the Integrated Resources for Investigations and Safety (IRIS) initiative, which would create a camera registry identifying specific locations of City facility, resident and business cameras. The initiative would collect the location of CCTV cameras on City-owned land, as well as those of residents and businesses who've voluntarily registered, and store the cameras' locations in a City database.

In the event of a crime investigation, the RCMP can request camera owners to share their footage. The cameras could also be used for situational assessment and intelligence during disaster response.

OUTCOMES

Due to the assignment of resources required for other community safety initiatives such as the Public Alerting System, Emergency Response and Strategies and Extreme Weather Response Strategy, the initiation of IRIS has been tabled at this time.



* Status: on hold

Homelessness response

Homelessness is the result of a myriad of systemic and individual factors and can change significantly from year-to-year based on the availability of housing in the community, economic trends, pressures in other communities and the availability of government programs.

OUTCOMES

Homeless outreach services

In August 2022, the City received a grant of \$873,000 from the Union of BC Municipalities Strengthening Communities' Services to support homeless outreach services in the community. Outreach workers connect people who are sleeping rough or very precariously housed, to resources and services including substance use, advocacy, life-coaching and housing. Outreach workers can also direct homeless individuals to the the Hub, a street front meeting place on 6th Street where people can access showers, laundry, food and bus tickets. The Hub also offers space for health/mental health and substance use practitioners to connect with homeless individuals.

A new Homeless Coordinator position has been approved in the 2023 budget to further develop the following initiatives:

- » partnering with academic researchers and community organizations
- » developing a plan identifying potential sites for supporting housing
- » advocating to provincial and federal government for additional rent subsidies
- » working with BC Housing and Fraser Health to explore opening complex care housing



Parks and natural areas enhancement

In 2022, Parks initiated the installation of bear-proof garbage containers in select parks, placed Public Access Liferings (PAL) at unsupervised public beaches and waterways and installed emergency call boxes as a pilot program in Central Park.

In total, 38 garbage containers in Deer Lake, Burnaby Mountain and Central Valley Parks, as well as the Trans Canada trail in areas known for a high number of bear sightings, were replaced with bear-proof ones.

To instantly connect people with first responders in Central Park, (direct contact to 911 ECOMM dispatch), emergency call boxes were installed in 3 well-lit locations with access to power. Signage was also installed indicating that video monitoring is in effect. Two more call boxes are planned for Variety Park and Patterson Skytrain Station.

To help prevent drownings, life rings were placed at Barnet Beach, Burnaby Lake and Deer Lake. Additional sites are being identified for 2023.

OUTCOMES

- » installation of 38 bear-proof garbage containers in 2022 (29 single bear cans and 9 double bear cans) locations include:
 - Claude Lot, Oakland Stairs, Archery, Central Valley Field #10 and Fitness, Burnaby Lake Tennis, Rowing Pavilion, Burnaby Lakes Sports Complex east fields, east parking lot, Burnaby Lake/Copeland
- » Life rings are located at:
 - Barnet Beach - 3 rings, 1 PAL
 - Burnaby Lake - 1 PAL
 - Deer Lake - 1 ring
- » Five emergency call boxes were installed at:
 - Central Park pool
 - Patterson Tennis Court washroom
 - Central Park Pitch Putt, lower pond
 - Patterson Skytrain Station*
 - Variety Park*

* Due to connectivity issues, these locations were not in operation in 2022 (will be addressed in 2023).



Pandemic response •

In the spring of 2020, the World Health Organization declared the COVID-19 outbreak as a pandemic. As directed by the City of Burnaby's Pandemic Guideline, Level 1 of the City's Emergency Operations Centre (EOC) was activated the same day. 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 direction to staff on implementing emergency measures required for City operations, events and businesses. The City reopened its doors to the general public on January 4, 2022, and as of December 2022, normal operations have resumed, with the majority of restrictions lifted. However, the City continues to monitor for any new outbreaks.

OUTCOMES

Under the direction of the EOC, City staff worked tirelessly and collaboratively to design and implement the advice and requirements from our health authorities to reduce the risk of COVID-19 transmission. In addition, staff helped establish a safe recovery of City operations and services. Some of the outcomes included (but are not limited to):

- » provision of information on personal hygiene
- » training staff on new procedures
- » installation of physical distancing signs and floor markings
- » glass barriers
- » distribution of face masks
- » limiting meeting sizes
- » encouraged the adoption of virtual meetings on Zoom®/Webex®
- » reduction of touch points
- » enhanced cleaning protocols
- » modification of program delivery
- » and safe reopening of City facilities

With the pandemic now behind us, many of these measures were removed at the end of 2022.

Body worn cameras

A Body worn camera (BWC) is a small audio-video recorder designed to be worn on a person, with the singular purpose of recording audio and visual files. The audio and video activity captured by the BWC can be used as evidence for use in administrative, criminal investigations and civil litigation. On March 1, 2019, the BWC Program was implemented as a 1-year pilot in conjunction with the recently introduced Bylaw Bike Patrol Program. The BWC Program was part of a larger initiative to enhance public safety and security in City Parks to deter nuisance and/or illegal activity in these areas, as well as increase compliance with Animal Control and Parks bylaws.

OUTCOMES

After successfully completing the pilot program, the City has now contracted with the equipment supplier for an additional 5-year program. Documents for using the BWC have been submitted to the Office of the Information and Privacy Commissioner of BC. We anticipate deploying the devices on our bike-mounted Bylaw Officers during patrols in Parks. The program will begin in spring 2023.

Supervisory staff will conduct annual audits to ensure the BWCs are being used in compliance with the training and privacy legislation.



Glass barrier in community centre



CRIME PREVENTION AND REDUCTION

This priority is about protecting people and property in Burnaby. The main elements of this priority are crime prevention, and reduction and apprehension of offenders.

Child and youth safety

In partnership with the Youth Section, Burnaby RCMP Traffic Services plays an important role in child and youth safety through regular proactive speed and traffic enforcement near schools. In 2022, the unit added a new focus by increasing proactive child car seat operations, with the goal of educating families and helping protect the youngest and most vulnerable in our community.

In addition, Crime Prevention staff coordinated family safety workshops for parents and caregivers.

OUTCOMES

Traffic enforcement in school zones was conducted by Burnaby RCMP's Traffic Unit, with 96 initiatives completed throughout the year. Officers were out enforcing school zone speed limits in addition to educating the public on traffic safety.

Burnaby RCMP's Traffic Unit also conducted 8 educational school discussions throughout 2022 on various traffic related topics.

Several officers from Burnaby RCMP's Traffic Unit underwent training to become certified child passenger safety educators in 2022. The team conducted 2 education sessions in Burnaby where they assisted parents and caregivers with car and booster seat education, adjustments and installation.

Crime Prevention staff also hosted virtual presentations on car seat selection, including the different types of child seat restraints and installation tips.

Substance use response •

Substance abuse has been consistently identified in research and public engagement as a major contributing factor to community safety issues in Burnaby. The City collaborates with the RCMP, Fraser Health and Burnaby School District on a response plan for opioid substance abuse using a variety of initiatives including enforcement, health support and education. The City distributes naloxone kits to the Burnaby RCMP and Burnaby Fire Department and has expanded distribution to all our civic recreation centres and libraries. In October 2021, expiring naloxone kits were replaced with new ones. The City will continue monitoring the situation and replace expiring kits as needed.

OUTCOMES

Under the direction of the General Manager, Community Safety, staff from Community Safety, Parks, Recreation and Culture and Corporate Communications worked together to organize the purchase and distribution of naloxone kits to City recreation centres and libraries in October 2020. The kits were included in the automated external defibrillator cases mounted throughout our facilities. Staff also created easy-to-identify signage to increase public awareness. Ongoing replacement of expired or used naloxone kits is now part of normal operations.



Naloxone kits

Evergreening Surveillance Program

Surveillance technologies such as closed-circuit television (CCTV) cameras have proven instrumental in aiding police with investigations. These systems are also a tool in preventing crime and increasing safety.

In recent years, the City upgraded existing and designed and installed new CCTV monitoring systems at various City facilities including Willingdon Community Centre, Confederation Spray Park, Swangard Stadium and Bob Prittie Metrotown Library.

OUTCOME

Accomplishments for 2022 include:

- » Adding cameras and updating all aging infrastructure (cameras, DVR's and wiring) at 5 sites:
 - Christine Sinclair Centre
 - West Building
 - Central Park
 - Burnaby Mountain Golf Course
 - Riverway Golf Course
- » Adding new CCTV infrastructure at:
 - Mintara Restaurant
 - Alan Emmott Centre

Looking forward, the City will continue to review opportunities to upgrade existing systems, and add new installations.



Cyber security outreach

Scammers are always changing tactics as they look to defraud their victims. Burnaby RCMP's Crime Prevention Unit staff and Economic Crime Unit Officers provide public educational presentations to prevent and deter cybercrimes. Burnaby RCMP's Communications Unit also works closely with sections across the detachment such as Economic Crime, General Duty, Serious Crimes and the Crime Prevention Unit to stay on top of current fraud trends that may affect Burnaby residents.

In 2022, Burnaby RCMP enhanced its focus on sharing timely scam-related messaging to educate, engage and create public awareness on emerging fraud trends.

OUTCOMES

In 2022, Burnaby RCMP issued 6 fraud-related news releases more than double the number of scam-related news releases issued in 2021.

Topics shared in 2022 included romance, rental property and grandparent scams, as well as an Apple AirPods® counterfeit goods scam and a virtual kidnapping scam.

Much of the information was also shared through both social and traditional media, ensuring important messaging to help prevent people from falling victim was spread widely. In December 2022, information about an emerging grandparent scam targeting seniors in Burnaby was shared across Canada by a national newscast.

Burnaby RCMP also expanded its approach to reaching people who may be targeted by such scams. Information on a virtual kidnapping scam targeting international students was posted in December 2022 and included an educational poster in both English and Chinese.

Crime Prevention staff also hosted a series of in person and virtual presentations throughout the year to highlight the risks common to some types of online behaviours. Featured presenters included the Better Business Bureau on current scam trends and nationally recognized cyber-safety experts on keeping children safe from online predators.

Based on the success in 2022, Burnaby RCMP plans to continue leveraging the strength of its teams and platforms to provide additional public education and scam-related messaging in 2023.



Prolific offender

Research indicates that a small number of offenders commit a disproportionate amount of crime. Burnaby RCMP's Prolific Offender Suppression Team (POST) works to reduce criminal activity through targeted enforcement of prolific and priority offenders active in Burnaby. POST takes a multi-faceted approach to prolific offenders through initiatives such as curfew checks and ongoing investigational work.

OUTCOMES

From January 1 to November 30, 2022, investigations by POST resulted in 82 charges being approved by Crown Counsel.

This included multiple charges laid against known prolific offenders active in Burnaby, with one individual alone facing 8 charges and another facing 7 charges.

A significant success for POST in 2022 was an investigation into catalytic converter thefts in Burnaby resulting in the execution of a search warrant at a home.

The investigative work by POST also resulted in the seizure of approximately \$100,000 worth of contraband cigarettes, likely destined for the black market, as well as stolen goods and a sawed-off shotgun and ammunition.

The work of POST is ongoing and will continue in 2023, with strategies changing as necessary to respond to emerging crime trends and offenders who are active in the community.

Community watch

City Watch is a program designed to educate and prepare City staff to report criminal and nuisance activity observed while at work. Several hundred staff have received this training and they're now able to effectively report such activities to police.

Block Watch is a public engagement program that encourages Burnaby residents to look out for their neighbours and work with police to report criminal and suspicious behaviour.

OUTCOMES

Crime Prevention staff delivered key prevention workshops and seminars related to a range of emerging crime types to both City staff and Burnaby residents. This included enhanced content specific to the ongoing increase of catalytic converter thefts across the Lower Mainland and property crime related to construction sites and more.

Several hundred residents and staff attended these workshops, gaining information on how to prevent and report these trending crime types. Additionally, a series of special bulletin crime alerts were emailed to almost 10,000 recipients.



Gang enforcement and education

Gangs and organized crime are a concern for all jurisdictions in Metro Vancouver. The Burnaby Gang Enforcement Team (BGET) was created in January 2021 to strategically deter and disrupt gang activity in the City. Working closely with other units in the detachment, the team operates 7 days a week to combat gang violence and provide education in the community.

Some general tasks for BGET officers include curfew checks for known gang associates, traffic stops for suspicious vehicles and ongoing organized crime investigations.

BGET also works closely with Burnaby RCMP's Gang Conflict Coordination Team (GCCT) to identify priority tasks and enhance communication between units for complicated investigations.

OUTCOMES

BGET's ongoing gang enforcement work continued in 2022. With funding approved by Public Safety Canada (as part of the Building Safer Communities Fund), the City will work in collaboration with Civic Innovation Lab, SFU Criminology, and other community partners on new research and initiatives to reduce guns and gang violence in our community.



Guns and gangs: prevention/intervention **NEW**

The Building Safer Communities Fund (BSCF) supports municipalities and Indigenous (First Nations, Inuit or Metis) governments in their efforts to combat gun and gang violence and their impacts by providing funding for community led projects. The City, through our Community Safety Department will work on the following initiatives in collaboration with Civic Innovation Lab, Simon Fraser University Criminology, and various other community partners over the next four years:

- » develop local and community-based strategies and initiatives
- » build capacity to better understand the nature, scope and impact of the prevention and intervention initiatives implemented
- » enhance evidence-based and targeted prevention and intervention activities
- » advance knowledge and evidence of what works
- » develop a data collection strategy and system

Good Neighbour Program

To encourage and facilitate safe, connected neighbourhoods, Crime Prevention and Bylaw Services are developing a Good Neighbour Guidelines Program. Being a good neighbour helps foster a sense of community and caring. When people are positively connected with their neighbours and respect guidelines around things like noise, parking and garbage bylaws, there are typically fewer conflicts and safety risks. This leads to a safer and more enjoyable neighbourhood. Residents are more likely to report nuisance and suspicious activity to authorities if they feel connected with and feel responsible for their neighbourhood. This can help to deter crime and disorder, creating a safer environment for everyone. The Good Neighbour Program will include a range of resources and information for residents including means to enhance community connections, social connection, emergency preparedness, and other City services that support resilient neighbourhoods.

OUTCOMES

This project was postponed in 2022, but will resume in 2023.



3

TRANSPORTATION SAFETY

This priority is about planning and delivering safe travel options that reduce traffic injuries and fatalities. The main elements of this priority are planning for safe mobility and promoting safe modes of travel.

Burnaby Transportation Plan •

The City adopted the Burnaby Transportation Plan in December 2021. Setting out a long-term vision for transportation planning and decision-making in Burnaby for the next 30 years, the plan will help shape the growth and development of the city, influence transportation decisions—including how the City, its communities, partners and citizens take action to protect the natural environment—and reduce the impacts of climate change.

Connecting Burnaby sets out the current and anticipated transportation priorities by connecting people, communities and places to foster an accessible, safe, healthy, green and prosperous community.

Check out Burnaby's Transportation Plan at: [Burnaby.ca/Transportation](https://burnaby.ca/Transportation)

OUTCOMES

Recognizing that the Burnaby Transportation Plan is a living document the following goals were set in 2022:

- » Vision Zero: a 100 percent reduction in traffic fatalities and serious injuries by 2050
- » Mode Split: aims to have three quarters of all trips made by public transit and active transportation by 2050
- » Zero Emissions: focuses on a series of measures to incrementally reduce vehicle emissions by 100 percent by 2050

● Status: completed



Street safety improvements

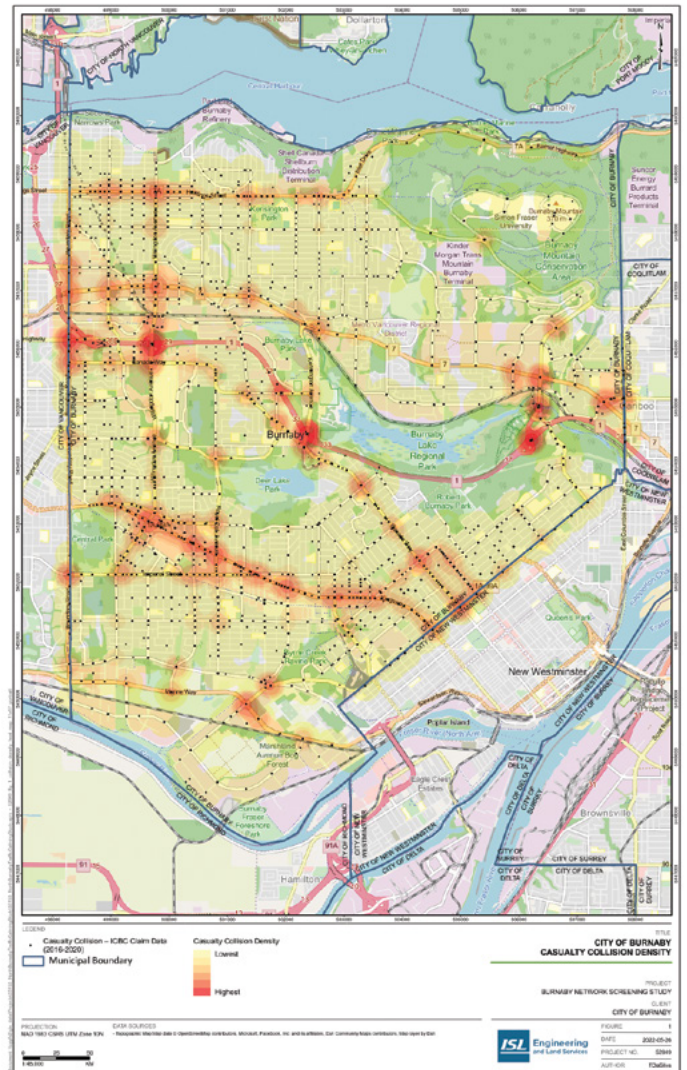
The Burnaby Road Safety Network Screening Study is a citywide review identifying and prioritizing the highest collision-prone locations for safety improvements. ICBC collision data, site conditions, operation issues and other factors were analyzed at each selected location, resulting in potential mitigation measures being identified. The proposed traffic safety improvements could include signal operation upgrades, pavement markings, lighting and geometric improvements.

The study won the 2022 Road Safety Project of the Year Mavis Johnson Award from the Canadian Institute of Transportation Engineers Greater Vancouver Section. The award celebrates technical excellence in the field of road safety.

Check out Burnaby's Transportation Plan at: [Burnaby.ca/Transportation](https://burnaby.ca/Transportation)

OUTCOMES

The study results are based on a data-driven analysis that enables the City to make strategic and defensible decisions in the type of improvements in priority locations. The heat map to the right is one of the outcomes from this review and provides a visualization of all intersection collisions documented by ICBC in the past 5 years. As a result, 10 intersection improvements have been included in the 2023 Capital Plan.



Safety campaigns: commercial vehicle enforcement

Burnaby RCMP's Communications Unit uses social media and news releases to improve transportation safety awareness.

In addition, Burnaby RCMP is part of an integrated unit performing regular checks of commercial truck traffic across the Lower Mainland. Due to the multi-jurisdictional nature of truck traffic, it's believed this ongoing enforcement has a positive effect in all cities across the region.

Burnaby RCMP also launched a new safety campaign to increase its commercial vehicle enforcement efforts in 2022 and expanded its speed enforcement activities in construction zones to increase the safety of roadside workers.

OUTCOMES

As part of the overall safety campaign, Burnaby RCMP's Traffic Unit conducted 41 commercial vehicle enforcement initiatives in 2022 and conducted 2 commercial vehicle safety educational sessions.

Burnaby RCMP's Traffic Unit also conducted speed enforcement initiatives in construction zones. As well as enforcing speed limits, officers provided education to speeders they pulled over. As a result, 78 violation tickets were issued. These enforcement activities will continue in 2023.



4

EMERGENCY SERVICES

This priority recognizes the critical role emergency services such as police, fire and paramedics play in protecting people and responding to emergencies. The main elements are responsive emergency services and increasing integrated services.

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 the installation of this technology.

OUTCOMES

The Burnaby Emergency Radio Building Amplification Bylaw for the installation and maintenance of in-building radio amplification systems to provide uninterrupted public safety and emergency network communications, was adopted in May 2018. However, building permit applications submitted prior to the adoption of the bylaw are not required to be compliant.

The Burnaby Fire Department is in discussions with owners of buildings constructed prior to the adoption of the bylaw to gain voluntary compliance and ensure emergency communications remain uninterrupted.

According to the Chief Fire Prevention Officer, there are currently 36 building permits that fall under the requirements of the bylaw. Of these, 13 have applied for a system to be designed, 17 need to apply, or are in the process of applying and 6 are being reviewed and may not require radio amplification. At the time of publication of this report, no buildings have completed and verified that their radio amplification system is functional, however, some will be completing this process soon.

First responder resiliency

The Burnaby Fire Department has made mental health a priority for its members. Through collective efforts with People and Culture and Burnaby Firefighters Local 323, the Fire Department provides mental health training and education and access to modified duty options, while also facilitating mental health champions and advocates.

OUTCOMES

The Fire Department has several established and developing programs to support staff in dealing with professional and life stresses. They include:

- » annual mental health check-ins (in person consultations resumed in 2022 with the support of Burnaby Mental Health)
- » growth and enhancement of:
 - BC first responder mental health resources
 - Resilient Minds™ training
 - post-incident defusing facilitators
 - stay-at-work programs in cooperation with the City of Burnaby and WorkSafeBC
 - critical incident stress management programs

Community services portal •

In recent years, the City of Burnaby made significant upgrades to its website and launched BurnabyConnect, an App aimed at improving communication and engagement between the City and residents.

The website has been redesigned to be more user friendly, with improved navigation and enhanced features, such as a robust search function and mobile-friendly design. It provides a wealth of information on City services, programs and initiatives, as well as news and updates on City events.

OUTCOMES

Launched in September 2022, BurnabyConnect is a free app for iOS and Android smartphones and tablets and provides another convenient way for residents to access the City's most popular online information and service tools on mobile devices.

Together, Burnaby.ca and the BurnabyConnect App improve communication and engagement with residents by providing accessible and convenient access to City information and services.

For more information, visit:

[Burnaby.ca/BurnabyConnectApp](https://burnaby.ca/BurnabyConnectApp)



Burnaby Mobilization and Resiliency Table

The Burnaby Mobilization and Resiliency Table (BMART) is a situation and service provider table with a hub approach that unites agencies to assist people and families who are acutely at risk of various elevated types of harm due to a number of factors.

The goal is to address the complex, multi-disciplinary needs of individuals to reduce harm risk by aligning service providers.

Some of the service providers involved with BMART include Fraser Health, Burnaby RCMP, Victim Services, Burnaby Fire Department, Provincial ministries, Burnaby School District, City of Burnaby Citizen Support Services, St. Leonard's Youth and Family Services, Progressive Housing Society and Lookout Society.

OUTCOMES

BMART re-established weekly in person meetings in 2022 after a temporary hiatus due to COVID-19. Fraser Health also returned to BMART in 2022.

BMART began officially tracking statistics at the end of September 2022. In a 2-month period between the end of September and December 2022, the team was involved in 6 situations, and worked together to help 9 individuals, including 4 youth, addressing a total of 68 risk factors in that short period.

Some of the risk factors commonly addressed by BMART include mental health, addictions, housing and repeated victimization due to complex vulnerabilities.

Improving response times **NEW**

Improving emergency response times is a priority for the Burnaby Fire Department. Two new fire stations are currently in development to meet the needs of our City's growing neighbourhoods.

Fire Station 8, scheduled to begin construction in early 2023, will be located on Burnaby Mountain and serve the fast-growing Simon Fraser University community. Fire Station 4, currently located on Duthie, will be replaced in a new location on Greystone Drive, with an expected completion date at the end of 2023. Additionally, the department is stepping up firefighter recruitment activities and reviewing and revamping work processes to help decrease response times.



Ensuring resiliency during concurrent emergency incidents **NEW**



Canadian Mental Health Association
Mental health for all



Resilient Minds™

Maintaining fire services in times of increased demand and concurrent major emergency incidents requires a holistic approach. This initiative aims to enhance the Burnaby Fire Department's ability to meet the needs of each event during regular daily operations and periods of increased demand due to localized or regional crises. Gains can be achieved by:

- » ensuring sufficient staffing is in place for second and third alarms
- » a modernization of emergency communication technologies
- » an enhancement of the Heavy Rescue Program
- » an increased mobile water supply to maintain firefighting operations in locations without fire hydrants
- » Improving first responder resiliency to ensure the mental and physical well-being of firefighters and other first responders

Stepping up community engagement **NEW**

Responding to the emerging needs of the community by cultivating mutually beneficial relationships based on shared values of trust and respect will help increase community safety. The Burnaby Fire Department uses a variety of tools to engage the community, such as:

- » social media, open houses and public educational workshops
- » involvement in numerous charities
- » leadership initiatives to proactively manage the unique needs of vulnerable populations



New technical programs **NEW**

To improve safety and address the changing needs of the community, including vulnerable populations, The Burnaby Fire Department is enhancing base and special operations with new technical programs and initiatives. They include the following:

- » Wildland Firefighting Program that protects forested and natural spaces as well as adjacent buildings and properties
- » Air Quality Indexing Program to identify the impacts of airborne outfall products from structure fire and industrial emergencies
- » Tactical Evacuation Program to protect impacted citizens from health and safety risks in an emergency
- » providing safe and effective management of electric and hydrogen fuel cell vehicle emergencies
- » investigating a change to emergency medical responder level of service practice
- » Investigating options to provide emergency transportation to the hospital for City employees who've experience a serious injury on the job



5

EMERGENCY MANAGEMENT

This priority is about the steps needed to prepare for, respond to, and recover from emergencies and disasters through coordinated and responsive programs.

Earthquake strategy *

Earthquakes are high consequence events with the potential to impact the entire community and environment like no other natural hazard event. To help ensure an effective recovery from an earthquake, strategic planning efforts to assess and reduce their risk across the community is required.

As a part of its multi all-hazard approach to emergency management, the City can consider developing an Earthquake Strategy to further assess and address seismic risks to private and public buildings and infrastructure and identify actions to respond to an earthquake.

OUTCOMES

Due to the assignment of resources required for other community safety initiatives such as the Public Alerting System, Emergency Response and Strategies and Extreme Weather Response Strategy, the initiation of the Earthquake Strategy has been tabled at this time.



Emergency response and strategies

Burnaby's Emergency Program is active and working toward an emergency resilient community, one that's as prepared as possible in the event of a disaster. The program involves the preparation of response plans, strategies and initiatives that follow the 4 pillars of emergency management: mitigation and prevention, preparedness and response and recovery. There are many elements to Burnaby's Emergency Program, including emergency preparedness awareness information, an Emergency Management Plan and guidelines for emergency response.

OUTCOMES

Accomplishments for 2022 include emergency responses for extreme heat and cold. The city engaged with community partners, facilitated open houses to inform residents on the City's heat response and gathered additional feedback prior to the heat events. During heat events the City activated the Extreme Heat Incidence Response Guideline (EHIRG) and opened cooling centres in all 4 quadrants of the City. More than 5,500 people were provided support and refuge from the heat and resources were also provided to community partners to help more than 2,600 people experiencing homelessness.

Taking the lessons learned from 2021, we updated:

- » the EHIRG
- » our Evacuation Planning Toolkit

* Status: on hold

Fire home safety

The Burnaby Fire Department is developing a Home Safe Program to help reduce residential fires and fire-related deaths and injuries. Fire prevention staff will engage neighbourhoods and vulnerable populations with a higher fire risk by distributing fire prevention information and checking for smoke alarms.

The initiative, undertaken by the Burnaby Fire Department's Fire Prevention Division, focuses on these key areas:

- » City of Burnaby's Hoarding Response Team (BHRT)
- » Burnaby Mobilization and Resiliency Table (BMART)
- » Burnaby Community Action Team
- » Burnaby schools outreach engagement
- » community outreach and public education Zoom® presentations

OUTCOMES

Hoarding Response Team

While current fire prevention staff are committed to expanding public education and leadership for for BHRT, new positions will be required to reach the needed level of active community support and engagement.

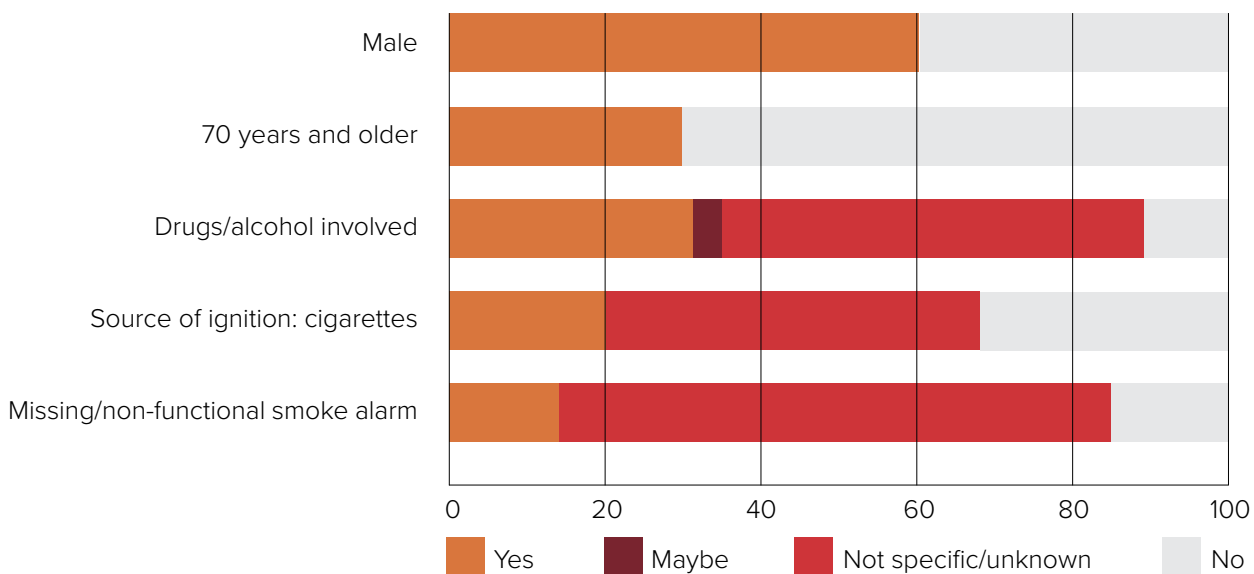
Burnaby Mobilization and Resiliency Table

- » worked with Community Services to provide support for the Juvenile Fire Setter Program
- » supported homelessness fire-life safety issues including integrating support for BHRT and assisting City Bylaws and Property Use with challenging files
- » provided opioid awareness data and assisted the Burnaby Community Action Team with overdose statistics
- » fire and life safety education was presented in person to more than 500 Burnaby students

Community outreach and public education Zoom® presentations

The Burnaby Fire Department supported Burnaby RCMP's Youth Section's initiative encouraging high school students to plan a safe ride home after graduation celebrations. An interactive presentation, co-presented with the RCMP, BC Ambulance Service and BC Transit, included the staging of emergency and transit vehicles at various high schools along with interactive presentations and questions and answers.

Unintentional fire-related death factors



Note(s): Drugs/alcohol involved was indicated when the coroner or medical examiner (C/ME) reported that the deceased had consumed alcohol or drugs prior to the event. Source of ignition: cigarettes was indicated when the C/ME reported that the source of ignition for the event was a cigarette or other smoking materials. Missing/non-functional smoke alarm was indicated when the C/ME reported that the smoke alarm was either missing or non-functional. Data was not available for all jurisdictions for all years. Source(s): Canadian Coroner and Medical Examiner Database, 2011 to 2022 (5125)

Emergency Operations Centre

In normal conditions, day-to-day emergency response operations are conducted by municipal departments, such as Public Works or the fire department, and/or agencies including the RCMP, BC Ambulance Service, power and gas utility owners and others. In a large-scale emergency or disaster, the City will activate an Emergency Operations Centre (EOC).

The EOC is where representatives from City departments, government agencies, the private sector, volunteer agencies and community partners come together to centralize the coordination of response activities and develop community recovery strategies and programs. The EOC enables flexible, effective and efficient support to the responders and resources in the field and the affected community. This may include policy guidance and direction, intelligence and resource synchronization, harmonizing community supports and information sharing with the community.

The City included allocation for the EOC space in the Laurel Street Works Yard redevelopment to meet the City and community safety response requirements.

OUTCOMES

The Laurel Street Works Yard redevelopment project was a phased replacement of the City's aging engineering and public works facility at 5780 Laurel Street. Phase 1 included the construction of the yard building, which is used for tool, material and salter/sander storage. Phase 2 included the construction of the main building which houses the City's fleet repair garage, facilities management shops, engineering operations, data centre and the EOC. Construction of the buildings is now complete. The EOC is now outfitted with office furniture and a main communication antenna has been installed. Staff are currently procuring AV and 2-way radio equipment, as well as storage and respite furnishings to complete the space prior to transitioning from the existing EOC location to the new space in the summer of 2023.



Extreme weather strategy

Extreme weather events are becoming more frequent, with temperatures reaching dangerous levels, both in summer and winter. It's expected that health impacts from such events will continue to rise in the next decade.

OUTCOMES

Extreme heat

In the summer of 2021, a heat dome and 2 subsequent heat waves adversely affected our vulnerable residents who were unaccustomed and unprepared for such extreme temperatures. In response, the City activated its Extreme Heat Initial Response Guideline that included the following activities in 2022:

- » opened 4 cooling centres
- » distributed water
- » distributed messaging to inform residents of available resources in the event of extreme heat

In addition, the City also held 4 open houses to gather feedback on effective methods to assist the public during future extreme heat events.

Extreme cold

The City has been expanding its scope in homelessness since 2018. As a result, overnight emergency warming centres were activated at Bonsor Community Centre and Buller Warehouse to support our vulnerable population. These two emergency warming centres were activated 14 times in the past 2 years.

More information on the City's homelessness strategy can be found at [Burnaby.ca/Homelessness](https://burnaby.ca/Homelessness)



Emergency support services



It's critical the City provides services for the short-term needs of evacuees and response workers in a disaster or emergency situation. The City of Burnaby Emergency Support Services (ESS) Team provides a variety of programs, services and supplies for the physical and emotional well-being of evacuees in the first 72 hours of a crisis event.

For example, the Emergency Management Division purchased a group lodging supply trailer with equipment and supplies to support a 50-bed barrack-style temporary lodging facility. The City continues to explore expanding its emergency support services through the acquisition of supplemental equipment and supplies for distribution across the city.

OUTCOMES

The ESS Team responded to multiple incidents throughout 2022 and assisted displaced residents in securing short-term food, clothing and lodging while longer term accommodations were sourced. In total, there were 7 incident responses with 148 residents assisted.



Age Friendly Extreme Weather Planning **NEW**

As a result of climate change, extreme weather events are becoming increasingly more common in Canada and globally. In 2021, the western North American heat dome caused daily temperatures to rise to record-breaking levels for one week, which resulted in 619 deaths, of which 73 occurred in Burnaby. The BC Coroners Service received a report on June 7, 2022 from a specially convened panel which had been tasked with reviewing the deaths of individuals who died during the summer 2021 heat events. The panel determined the majority of those who perished were older adults with compromised health and lived alone.

In 2022, the City received a BC Healthy Communities grant of \$25,000 for an age-friendly project. This funding will be used in 2023 to develop and deliver a community-based extreme weather response plan to prepare and support isolated seniors and other vulnerable populations prior to and during extreme weather events.



CONCLUSION

The progress made on the 2022 Community Safety Plan has been significant and it's laid a strong foundation for improving community safety. Through collaborative efforts between the Burnaby RCMP, City Departments, community groups and other participants, we've made great strides in reducing crime, addressing social issues and improving the overall quality of life for residents.

Some of the key achievements in 2022 include:

- » pandemic response and safe re-opening of City operations
- » extreme weather response through our warming and cooling centres
- » supporting vulnerable populations through our homelessness and mental health response initiatives
- » improving City infrastructure for pedestrians, cyclists and cars

Looking forward, we must continue building on the successes of 2022 while addressing new challenges that arise. Through collaboration and our ongoing commitment and innovation, we'll stay vigilant in our efforts to reduce crime with the goal of ensuring the safety of all members of our community.

We can be proud of the progress we've made in improving community safety. Let's continue building on our progress in 2023 and beyond.



