

Community Safety and Well-Being Plan

Progress Report & 2026 Update



April 2026

Territory Acknowledgement

We respectfully acknowledge that the City of Burnaby is located on the unceded territories of the [xʷməθkʷəy̓əm \(Musqueam\)](#), [Skwxwú7mesh \(Squamish\)](#), [səlilwətał \(Tsleil-Waututh\)](#), and [kʷikʷəɫəm \(Kwikwetlem\)](#) Peoples. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.



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Message from the Mayor



I am pleased to present the 2026 Community Safety and Well-Being Plan, which reflects our continued commitment to keeping Burnaby a safe, resilient and caring community for all residents and visitors.

As Burnaby continues to grow, our approach to community safety must evolve as well. This plan builds on the strong foundation established in previous years and highlights meaningful progress we've made in emergency preparedness, public safety infrastructure and programming.

In 2025, we took a major step forward as City Council authorized the purchase of a new wildfire detection system to be deployed on Burnaby Mountain. With the expansion of the Burnaby Mountain Tank Farm, and as climate-related risks grow, early detection and rapid response are essential to protecting our community, natural spaces and critical assets. This new technology strengthens our ability to identify potential wildfire threats sooner and respond more effectively.

We are also continuing to make steady progress on the construction of Burnaby's new Community Safety Building. This state-of-the-art facility will provide a new headquarters for the Burnaby RCMP – modernizing their facilities to improve service delivery for residents. When operational in 2028, it will be a cornerstone of Burnaby's public safety infrastructure for decades to come.

Looking ahead, I am also encouraged by the planning underway for a full-scale emergency exercise on Burnaby Mountain in 2027. Exercises like this are critical to ensuring our emergency services, City staff, and partners are prepared to respond effectively to complex scenarios, and they demonstrate our commitment to proactive planning and continuous improvement.

This plan is the result of collaboration between City staff, emergency services, community partners and residents. Together, we are taking practical, forward-thinking steps to enhance safety, strengthen resilience and support the well-being of our community.

Thank you to everyone who contributes to making Burnaby a safe and welcoming place. By continuing to work together, we can ensure our city remains well prepared and resilient—today and into the future.

Sincerely,

Mayor Mike Hurley

City of Burnaby

Burnaby 2050

Burnaby 2050 is a multi-year, multi-phase plan to guide the city's long-term growth and development. As the Official Community Plan (OCP) is developed, Burnaby City Council will set the framework for how the city evolves, ensuring that new policies reflect the community's values and aspirations.

Creating a city where all residents feel secure and supported is a core foundation of Burnaby's future. The Burnaby Community Safety and Well-Being Plan 2025-2030 aligns with this broader vision by taking immediate and concrete actions to build safer, more connected neighbourhoods.

Our Core Values

Connectedness

Burnaby thrives on strong social bonds and efficient transportation, making it easy for residents to connect, move freely and support a vibrant economy.

Inclusion

Burnaby is a welcoming community where everyone—regardless of age, gender, race, religion, sexuality, income, or ability—feels valued, respected and empowered to contribute.

Opportunity

With diverse education and job opportunities, a strong business climate and a skilled workforce, Burnaby is a place where people and businesses can thrive.

Stewardship

Burnaby responsibly manages public spaces, infrastructure and resources to ensure long-term resilience and community well-being.

Sustainability

Burnaby protects its natural environment, champions climate leadership and preserves ecosystems for future generations.

Connecting Safety to Reconciliation and Equity Frameworks

Safety is a shared priority that connects to the work of many City departments. The Community Safety and Well-Being Plan focuses on specific actions to advance equity, inclusion and well-being as laid out in existing City frameworks. The plan supports the ongoing work of two existing City frameworks.

The **Indigenous Relations and Reconciliation Framework** guides Burnaby's commitment to building meaningful relationships with Host Nations and Indigenous peoples living in Burnaby, aligning with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the British Columbia Declaration on the Rights of Indigenous Peoples Act (DRIPA), and the Truth and Reconciliation Commission (TRC) Calls to Action. The City is committed to fostering and strengthening relationships with Host Nations and Indigenous Peoples living in Burnaby to identify ways to enhance Indigenous people's safety and well-being and to ensure programs and services are inclusive and culturally sensitive.

The **Anti-Racism Framework** establishes a City-wide approach to identifying and addressing systemic racism in policies, programs and services, ensuring equitable and inclusive safety initiatives.

By aligning with these frameworks, the Community Safety and Well-Being Plan strengthens Burnaby's commitment to reconciliation, equity and inclusion, ensuring that safety measures reflect the values of justice, respect and collaboration.



Strategic Actions

Strategic actions advance the plan’s five priorities and remain in place for the plan’s duration. New initiatives are introduced each year to move the plan forward and respond to changing community needs.

Priority Areas	Strategic Actions	Strategic Actions	Initiatives
Community Safety and Connection	Build trust and collaboration for safer neighbourhoods.	1.1 Responsive communication 1.2 Trust and collaboration 1.3 Data-driven safety planning 1.4 Neighbourhood safety programs	<p>In 2026, 85 initiatives will advance these strategic actions - 58 are already underway and 27 are new or in the planning and exploration stages.</p> <p>To respond to changing community needs, a new set of initiatives will be introduced each year.</p>
Emergency and Climate Resilience	Equip communities to respond to emergencies and reduce risks.	2.1 Emergency preparedness 2.2 Climate resilience 2.3 Information and awareness	
Safer Public Spaces	Ensure public spaces are secure, inclusive and well-maintained.	3.1 Safe public spaces 3.2 Safe roads and sidewalks 3.2 Inclusive public spaces 3.3 Secure businesses	
Responsive and Inclusive Services	Provide equitable, proactive support and essential services.	4.1 Community well-being 4.4 Homelessness response 4.2 Indigenous leadership 4.3 Anti-racism initiatives	
Youth and Family First Strategy	Create safe spaces and opportunities for youth and families to thrive.	5.1 Youth opportunities 5.2 Prevent violence and exploitation	

Defining Community Safety

As Burnaby grows, safety needs are changing. A city's approach to safety must evolve alongside shifting demographics, new challenges and emerging risks. When we asked residents what makes them feel safe, the answers reflected the diversity of our community.

For some, safety is about well-maintained parks, clear sidewalks and visible police presence. For others, it's about trusting their neighbours, feeling seen and heard, or knowing they can access needed services. Safety is personal—it means different things to different people.

The key ideas that shaped the plan are:

Safety is personal.

People experience safety in different ways. It depends on where you live, your daily routines and your unique perspectives.

Safety is feeling heard.

Trust in safety services comes from knowing concerns are acknowledged, respected and acted upon.

Safety is accessibility.

Everyone should be able to access the services, spaces and resources that keep them safe.

Safety is well-being.

A safe community supports physical, mental and social well-being, ensuring people feel secure where they live, work and gather.

Safety is being prepared.

A resilient City plans for emergencies and ensures its services, infrastructure and people are ready to respond.

Safety is prevention.

Taking action today—through smart planning and proactive initiatives—reduces risks before they escalate.

Safety is a shared responsibility.

The City, residents, businesses and community partners all play a role in making Burnaby safer.

The Community Safety and Well-Being Plan

An aerial photograph of a city street, likely Vancouver, showing a light rail train on tracks in the center. The street is lined with tall, modern glass skyscrapers and residential buildings. There are trees, a park area, and a construction site with a crane visible. The sky is blue with some clouds. The image is framed by a dark blue banner at the top and a light blue banner on the left side.

In this section

Plan Framework

Vision

Priorities

Strategic Actions

Initiatives

Plan Framework

This progress report and update to the 2025–2030 Community Safety and Well-Being plan highlights the work underway to improve safety in Burnaby. The Plan provides a shared roadmap that guides how we work together to build safer, healthier communities.

Vision

Burnaby is a thriving, inclusive and resilient city where everyone feels safe, supported and connected.

Priorities

The plan is structured around five key priorities. These priorities are shaped by community input, as well as Burnaby’s responsibility for safety and capacity to take action where it can have the greatest effect.

1. Community Safety and Connection
2. Emergency and Climate Resilience
3. Safer Public Spaces
4. Responsive and Inclusive Services
5. Youth and Family First Strategy

Strategic Actions

Seventeen strategic actions, shaped by what we heard from the community, define the core areas to address. These remain in place throughout the 2025–2030 Community Safety and Well-Being Plan, ensuring long-term commitments to safety and well-being.

1

Community Safety And Connection

1.1 Improve City communication tools and training to make safety responses clear, accessible and supportive.
1.2 Build trust by bringing residents, the City of Burnaby, the RCMP, and Burnaby Fire together for open conversations.

1.3 Use data to guide safety efforts, target resources where needed, and plan to meet community needs.
1.4 Work with the public including Indigenous Peoples living in Burnaby and Host Nations to coordinate actions that keep neighbourhoods safe and thriving.

2

Emergency And Climate Resilience

2.1 Strengthen community preparedness and resilience to reduce risks and respond more effectively to emergencies and disaster.

2.2 Reduce climate risks and enhance community resilience to a changing environment.
2.3 Strengthen safety systems, community awareness and education.

3

Safer Public Spaces

3.1 Maintain safe, well-kept, and accessible city facilities and public spaces for all users.
3.2 Continue to make streets safer for all road users, including pedestrians, cyclists and e-mobility users.

3.3 Design public spaces and facilities to be welcoming, inclusive and reflective of Burnaby’s diverse community needs.
3.4 Promote business safety and security through collaboration, education and resource-sharing.

4

Responsive And Inclusive Services

4.1 Foster an inclusive and proactive approach to services that support resident well-being, recognizing it as a cornerstone of community safety.
4.2 Address homelessness and social challenges through collaborative, data-driven and support-first approaches.

4.3 Champion Indigenous knowledge and leadership in community safety and decision-making in collaboration with Host Nations and Indigenous Peoples living in Burnaby.
4.4 Embed anti-racism and equity-based approaches into community safety planning to foster trust, inclusion and safety for all residents.

5

Youth And Family Well-Being

5.1 Create opportunities for youth to grow, lead, and connect through recreation, mentorship and skill-building programs.

5.2 Prevent violence and exploitation by addressing root causes and implementing proactive safety measures

Initiatives

Initiatives are the projects, programs, and actions that bring this plan to life. The following section provides updates on initiatives identified in the 2025 plan, as well as new ideas being explored for 2026 and beyond. Initiatives are reviewed and updated annually to ensure the plan continues to respond to changing needs, new challenges, and evolving priorities.

Initiatives are shaped by community input and informed by the expertise of front-line staff. The initiatives included in this plan were selected because they:

- » build on Burnaby's strengths and core services
- » introduce innovative approaches to safety
- » support multiple priorities and community needs
- » strengthen collaboration across departments and partners
- » are concrete actions with clear paths for execution

Many additional ideas are under consideration for future years or have been shared with relevant departments to inform broader City work. City departments will proactively engage with Host Nations and Indigenous Peoples living in Burnaby with regards to Indigenous interests and potential impacts related to community safety and well-being initiatives and priorities.

2025 Initiatives

- » Community Safety and Connection – 18 initiatives
- » Emergency and Climate Resilience – 14 initiatives
- » Safer Public Spaces – 24 initiatives
- » Responsive and Inclusive Services – 16 initiatives
- » Youth and Family Well-Being – 13 initiatives

💡 **Exploratory Initiative** – Initiatives in the **planning and assessment phase**. While not fully implemented, they are **actively being assessed or developed** to address emerging community needs.



Community Safety and Connection

1

This priority recognizes that safe communities are built on trust, collaboration and strong relationships between residents, local authorities and service providers. The focus is on maintaining clear communication, fostering inclusive engagement, and integrating community feedback into safety decisions.

Strategic Actions

- ▶ 1.1 Improve City communication tools and training to make safety responses clear, accessible and supportive.
- ▶ 1.2 Build trust by bringing residents, the City of Burnaby, the RCMP, and Burnaby Fire together for open conversations.
- ▶ 1.3 Use data to guide safety efforts, target resources where needed, and plan to meet community needs.
- ▶ 1.4 Work with residents including Indigenous Peoples living in Burnaby and Host Nations to coordinate actions that keep neighbourhoods safe and thriving.

1.1 Improve City communication tools and training to make safety responses clear, accessible, and supportive

Every day, we work toward this goal by supporting residents through trusted resources like the Customer Service Centre, which provides timely and accurate information. From addressing questions about safety to offering guidance on City services, these ongoing efforts ensure communication is clear and accessible. Building on this foundation, we are strengthening staff training and public-facing tools to better meet community needs.

Where we are

Trauma-informed training for staff

Frontline staff have completed trauma-informed and conflict de-escalation training, including modules on nonviolent resistance. Staff have begun applying these skills in daily operations, emphasizing respectful, calm and empathetic communication when handling sensitive situations. Early feedback indicates increased confidence and stronger relational approaches among staff, and a noticeable reduction in escalations. Ongoing access to training materials supports continued learning and best-practice sharing across the team, further strengthening service quality and safety.

Tools and protocols to equip staff for handling sensitive safety issues

The City has implemented new resources and processes to support staff in addressing critical issues such as homelessness, traffic violations and community safety concerns, helping ensure effective and empathetic public interactions. This includes protocols for handling sensitive safety issues, along with additional training on hazard awareness and improved internal safety controls. Together, these measures have increased staff

confidence, consistency and preparedness in responding to a wide range of safety concerns.

Resources outlining how safety-related complaints are handled

The City updated our [Burnaby.ca/Police](#) and [Burnaby.ca/Fire](#) page webpages on how fire and police services handle safety-related complaints. This information explains how we manage safety concerns in a clear and transparent way.

A digital platform with QR codes to simplify reporting safety concerns

This initiative remains in the exploration phase due to its complexity, involving collaboration across multiple departments. Early analysis suggests a higher-than-anticipated increase in demand for enforcement resources when launched. The new reporting interface will be piloted in select locations after completion.

A communication protocol for large-scale construction projects

The City is working to develop a clear process for residents to raise any neighbourhood safety concerns related to construction activity at these sites.

New initiatives

Enhancing Emergency Communications tools

In 2026, the City of Burnaby will continue upgrading its emergency communication systems as part of the provincewide transition to Next Generation 9-1-1. These improvements will support faster, more accurate responses by enabling modern features like enhanced location

information and future text-to-911 capabilities. This work will help ensure residents can reach emergency services quickly and reliably, strengthening safety and service quality for everyone in our community.

Enhanced Public Crime Mapping

The Burnaby Crime Map is a powerful new tool that helps residents and businesses better understand five monitored property crime types in the City. The online map platform is updated regularly and easy to access anytime. Making this information more accessible empowers residents to be proactive by looking out for neighbors, securing property, and notifying police of suspicious activity. In this way the Public Crime Map fosters collaboration between the RCMP and the public, encourages proactive crime prevention, and supports a shared commitment to creating a safer Burnaby.

Customer-driven service delivery

Burnaby's Customer Service Centre is improving service delivery by integrating customer feedback into how services are designed and delivered. Residents are being consulted through satisfaction surveys and ongoing engagement to identify opportunities for improvement. This feedback helps identify service barriers, shape staff training, and inform improvements to accessibility and consistency across City departments.

What we heard

I want clear, accessible answers when I interact with the City around issues of safety.

You told us it's not always clear who to contact about safety concerns or which department handles what. Some community members also face language barriers and want better follow-up after reporting issues.

You want to know your concerns are heard, with clear next steps and easier ways to report problems and get answers.



1.2 Build trust by bringing residents, the City of Burnaby, the RCMP, and Burnaby Fire together for open conversations

Burnaby's frontline services—including the City of Burnaby, the RCMP, and Burnaby Fire—are active participants in the community, regularly engaging with residents through public safety initiatives, preparedness and safety programs and day-to-day interactions. Strengthening trust means building on this foundation by creating more opportunities for open conversations, ensuring that all residents feel heard, included and informed. This includes improving how engagement is coordinated across departments, supporting culturally inclusive outreach, and making it easier for residents to connect with safety services and initiatives.

Where we are

Provide resources and training to support diverse community engagement

Work is ongoing to continually strengthen community engagement through the development of accessible resources, practical tools, and targeted staff training. This includes the creation of a community engagement package to support inclusive and culturally responsive approaches. Together, these efforts aim to equip staff and partners with the knowledge and tools needed to effectively connect with diverse communities.

Community Safety and Well-Being Plan monitoring and reporting framework

A monitoring and reporting framework has been established to track progress on the Community Safety and Well-Being Plan, ensuring accountability and transparency in

its implementation. This framework provides regular updates on milestones, timelines and key actions, allowing partners and contributors to stay informed as work advances. Through consistent and accessible public reporting, residents are kept aware of ongoing efforts and progress toward building a safer, better connected and more resilient community.

Community consultation advocacy resource package

An internal resource package has been created to guide ongoing work aligned with the priorities identified by residents. The contents of this package is grounded in extensive community consultation, which continues as part of our commitment to responsive and inclusive planning. It provides clear direction and data to support program development, and direction that reflects community-identified needs.

What We Heard

I want my community to build trust and work together to create safety.

You told us that safety begins with strong relationships—between residents, City staff, the RCMP and Burnaby Fire. You want more welcoming, inclusive ways to connect with these services and work together on the issues that matter in your neighbourhood

1.3 Use data to guide safety efforts and send resources where needed

We use data every day to inform safety decisions, track trends and assess community needs. The RCMP and Burnaby Fire rely on data to guide crime prevention, emergency response, and risk reduction, while the City collects service call information through bylaw enforcement and other departments. Strengthening how we collect, share, and apply data ensures that safety efforts remain targeted, proactive and responsive to the community's evolving needs.

Where we are

Data-driven bylaw enforcement strategy

Work is progressing on the City's data-driven bylaw enforcement strategy, which will support prioritization of enforcement efforts in areas of greatest concern. Using performance indicators and integrated data sources, the inaugural annual report has been developed to identify trends in resident concerns, uncover patterns, and highlight opportunities for operational efficiencies. This first report will serve as a foundation for continuous improvement, with the strategy evolving over time to strengthen service delivery and ensure resources are directed where they are most needed.

Data-informed policing outreach

Neighbourhood-level outreach is underway within the Community Safety department to better understand local priorities and strengthen connections with residents. By grounding engagement in data and insights specific to each neighbourhood, staff are able to connect with communities in ways that are responsive, inclusive and tailored to their unique contexts. This approach will be continually refined to ensure that engagement efforts and resource allocation reflect the lived realities and voices of neighbourhoods across the city.

New initiatives

Bylaw Services Operational Sustainability Review

The bylaw services operational sustainability review will identify efficiencies, emerging community needs, and gaps in service delivery to ensure resources are allocated where they are most needed. By using existing bylaw data

reflecting service trends and areas of community concern, the City can better target enforcement efforts. Strengthening these processes supports proactive, responsive safety planning and helps make Burnaby's streets safer and more accessible for everyone.

1.4 Work with residents including Indigenous Peoples living in Burnaby and Host Nations to coordinate actions that keep neighbourhoods safe and thriving

Strong, connected neighbourhoods are the foundation of a safe city. We support this by providing residents with the tools, resources and connections needed to take an active role in their communities. Whether through education on home security, responding to property issues through bylaw, or expanding programs like BlockWatch, we help facilitate local action and coordination. Strengthening these efforts builds trust, fosters inclusivity, and ensures neighbourhoods remain safe, welcoming and resilient.

Where we are

Expanding BlockWatch outreach to more newcomer and immigrant communities

Block Watch connects Burnaby residents throughout neighbourhoods across the City. Work to expand program outreach to newcomer and immigrant communities is well underway. Staff are actively building relationships with cultural groups, settlement agencies and community leaders to make Block Watch more accessible, welcoming and reflective of Burnaby's diversity. This includes adapting materials and connecting with residents directly in their neighbourhoods to ensure everyone has the opportunity to participate. Through these efforts, Block Watch continues to evolve as an inclusive, neighbourhood-driven program that supports safety, belonging and connection across the City.

A program to enhance responses to hate-based graffiti

City responsiveness to hate-based graffiti has been enhanced through improved incident prioritization and tracking using geospatial mapping tools. Staff can readily identify vulnerable areas and emerging hotspots, enabling more targeted and timely interventions, and proactive prevention. By prioritizing hate-motivated graffiti, the team can respond faster and quickly remediate hateful graffiti.

Home security education initiative

Home security education is now a standardized service, with requests typically coming from residents or businesses seeking assistance. Staff with training in Crime Prevention Through Environmental Design respond within a few business days to each query, and in-person security site assessments are arranged as quickly as possible. This work is supported by ongoing safety presentations for multifamily housing, empowering residents to work together and take proactive measures. Burnaby RCMP continues to partner with the City to conduct assessments as requested, ensuring a collaborative approach to community safety.

Improving cross-departmental collaboration for addressing neighbourhood safety concerns

A dedicated internal working group meets on a pre-established schedule to review priority locations, share information, and align approaches to address locations with recurring safety concerns. Through clear communication channels and coordinated action, the group ensures that emerging issues are addressed efficiently and consistently across departments.

What We Heard

I want to feel safe and secure walking in my neighbourhood.

You told us you want to feel safe walking in your neighbourhood at any time. You shared concerns about break-ins, graffiti, and other property issues that affect your sense of safety. Many of you also feel less comfortable walking after dark, especially in areas with poor lighting or fewer people around.



Emergency and Climate Resilience

2

Building a resilient and secure community requires proactive planning, collaboration and strategic action. This priority focuses on reducing disaster risk, enhancing emergency preparedness and strengthening climate resilience. Addressing root causes, fostering education, and promoting coordinated responses and recovery efforts supports communities to effectively navigate risks and challenges while maintaining long-term safety and stability.

Strategic Actions

- ▶ 2.1 Strengthen community preparedness and resilience to reduce risks and respond more effectively to emergencies and disaster.
- ▶ 2.2 Reduce climate risks and enhance community resilience to a changing environment.
- ▶ 2.3 Strengthen safety systems, community awareness and education.

2.1 Strengthen community preparedness and resilience to reduce risks and respond more effectively to emergencies and disaster

We are continuously working to reduce disaster risks and strengthening our ability to respond and recover from emergencies. Through emergency planning, training and response coordination, Burnaby residents, businesses and frontline responders are better equipped to act when needed. Burnaby Fire, the RCMP, and Emergency Management teams collaborate to improve response capabilities, update response and recovery plans, and integrate new technologies into safety efforts. As the severity and frequency of hazards such as wildfires and earthquakes change, to urban density challenges—the City continues to enhance emergency response strategies, build community resilience, and ensure residents have the tools and information they need to stay safe.

Where we are

Drone deployment for wildfire and safety monitoring

Burnaby Fire Department now operates three drones, two of which are equipped with advanced thermal imaging technology to detect elevated heat signatures or active fires. Five department members have successfully completed Nav Canada's advanced Unmanned Aerial Vehicles licensing, and ongoing training ensures operational proficiency. In addition to fire response, drone deployment supports other safety initiatives, including missing person searches. Incorporating advanced drone capacity into fire operations delivers swift, adaptable and efficient responses to related emergencies across the City.

Water tender deployment

All platoons have completed tender operations training, covering safety protocols, situational awareness, and operational procedures for both drivers and firefighters. This training is now embedded in the annual curriculum.

Enhance preparedness and resilience to emergencies while reducing disaster risk

The City has completed the first two phases of the project, which focused on collecting hazard and risk data and assessing community vulnerabilities. This work involved research, meetings, and interviews with both internal and external stakeholders. Four interviews were

held with key City departments and programs to understand their vulnerabilities and strengths in local capacity. In addition, three roundtable discussions were held with representatives from the oil and gas sector, utilities and community organizations that support vulnerable populations. These conversations provided important insights into seismic risks and risk reduction. Phase Three is now underway and involves developing seismic scenario models specific to Burnaby. This phase focuses on two major earthquake events expected to have significant impacts on the city: the Cascadia Subduction Earthquake and the Georgia Strait Earthquake. To support this work, two community engagement events have been held to gather feedback from Burnaby residents on earthquake risk and vulnerability models, as well as on future seismic risk.

Emergency Operations Centre software and training enhancements

This initiative represents a collaborative effort between Emergency Management, IT and GIS. Phase one of the project has been completed, which involved an analysis of existing off-the-shelf Emergency Operations Centre (EOC) software solutions and the identification of core software requirements. The City's current system, ESRI's Emergency Management Operation (EMO), was also evaluated for applicability. Phase Two of the project will focus on developing tools within the EMO, starting with the most critical requirements identified in Phase One.

Evacuation route planning

Evacuation toolkits are being developed to enhance the City's ability to efficiently move people away from danger to areas of safety. These toolkits are designed to adapt to increased urban density and new provincial densification laws while maintaining the flexibility to harmonize with emergency planning principles and account for seasonality.

New initiatives

Full Scale Emergency Exercise

Staff are developing the multi-year strategy and have initiated preliminary conversations with key government and non-government agencies to confirm their involvement in exercise planning and play. In addition, staff are defining internal training and emergency plan gaps, exploring timelines for smaller functional exercises, establishing a planning roadmap and milestones, identifying stakeholder roles and responsibilities, and exploring partnership and funding opportunities.

What We Heard

I want to feel prepared and protected during emergencies

You told us you want to be confident that your community is ready for disasters—from earthquakes to wildfires, or other emergencies. Many worry about knowing what to do, especially in high-density areas. You want clear, quick information, better access to emergency resources, and stronger protections for vulnerable residents.

2.2 Reduce climate risks and enhance community resilience to a changing environment.

Burnaby is committed to safeguarding residents, infrastructure and natural spaces from increasing climate-related risks. The City takes proactive measures every day, including maintaining wildfire prevention programs, strengthening preparedness, and integrating climate resilience and disaster risk reduction into urban planning. By preparing for extreme weather events communities can remain safe, adaptive and well-equipped to face climate challenges. This strategic action aligns with Burnaby's Climate Action Framework, embedding climate safety into long-term city planning and emergency planning efforts.

Where we are

Wildland sprinkler system

The entire department has completed sprinkler operations training, including scenario-based exercises utilizing Fire Bozz sprinklers. This training is now part of the annual curriculum. Sprinkler operations complement aerial suppression and ground crews, creating a layered defence system that strengthens wildfire response. Annual training ensures seamless coordination between platoons and partner agencies during any large-scale incidents.

Climate risk assessment and adaptation strategy

The City has made progress on initiatives that reduce climate risks and build resilience,

supported by multiple plans and ongoing work. Burnaby will continue to advance climate and environmental actions through policy development, operations, stewardship, and enforcement. This work is integrated across departments to support community safety and resilience as environmental conditions change.

Connect and Prepare pilot

A neighbourhood-level emergency preparedness program is being explored to provide residents with localized tools and strategies that strengthen community resilience and support collaboration during disasters.

New initiatives

Expansion of Wildfire Prevention Program

We're installing a new autonomous wildfire-detection system that spots heat and smoke almost in real time. The system uses smoke-detection cameras and ground sensors placed in key areas, especially along the urban-wildland boundaries, evacuation routes and high-consequence areas such as those near SFU and the Trans Mountain Tank Farm.

We are choosing these locations together with SFU to ensure the system reflects how people actually use Burnaby Mountain.

Early detection is key. The sooner we know there's a problem, the faster fire crews can respond, and the better our chances are of preventing the situation from becoming much worse.

SFU Climate & Fire Research Project

In 2026 the City will work with SFU and the Civic Innovation Lab on a new data-led wildfire research project for Burnaby Mountain. Led by local academic experts, the project will use real-time data from advanced monitoring stations to help refine our emergency preparedness plans and improve public education ahead of a major emergency exercise in 2027. This work will significantly strengthen our community's resilience as we adapt to a changing environment.

Connected Strategies, Plans and Programs

Addressing climate change is essential to ensuring community safety and well-being. The [Climate Action Framework](#) is Burnaby's roadmap for addressing the climate emergency. It focuses on reducing greenhouse gas emissions, improving community resilience, and transitioning to a cleaner, greener future by 2050. Key actions include protecting vulnerable areas, adapting infrastructure and promoting sustainable development.

2.3 Strengthen safety systems, community awareness and education

Burnaby provides information and resources for residents and businesses to help them stay safe in emergencies. Through real-time public alerts, risk monitoring and emergency response and recovery training, the City helps people anticipate, respond to and recover from safety threats. Strengthening these systems improves coordination between emergency services and the public, making it easier to share critical updates, reduce risks and enhance community resilience.

Where we are

Air quality monitoring program

Air monitoring training using gas detection devices is now included in the semi-annual curriculum for all fire members, while hazardous materials team members maintain daily hands-on proficiency. Air quality monitoring has become a core operational focus. Equipment installation is ongoing across the city. Real-time data on air quality enables proactive community protection and coordinated response to air quality emergencies.

Permanent fire danger rating signs in key park locations

Installation of permanent fire danger rating signs in parks is underway to strengthen visitor safety.

Each sign includes movable indicators that clearly display the current fire risk level, helping park users make informed decisions and reduce fire-related hazards. Strategic placement in high-traffic areas ensures maximum visibility, promotes public awareness, and reinforces proactive safety measures for all visitors.

A digital display network for emergency communication

The City has begun planning and contracting for large-format digital outdoor advertising displays that will also serve as a platform for emergency notifications, public safety messaging, and other critical information effectively. Several high-visibility locations have been identified for first installations, with potentially more to follow.





3

Safer Public Spaces

Safe, accessible, and well-maintained public spaces are essential for fostering a strong and inclusive community. This priority focuses on ensuring City facilities and public spaces are secure, well-kept, and designed to reflect the diverse needs of Burnaby’s residents. By creating welcoming environments that promote connection and inclusivity, these efforts enhance the overall quality of life and well-being for all community members.

Strategic Actions

- ▶ 3.1 Maintain safe, well-kept, and accessible City facilities and public spaces for all users.
- ▶ 3.2 Continue to make streets safer for all road users, including pedestrians, cyclists and e-mobility users.
- ▶ 3.3 Design public spaces and facilities to be welcoming, inclusive and reflective of Burnaby’s diverse community needs.
- ▶ 3.4 Promote business safety and security through collaboration, education and resource-sharing.

3.1 Ensure City facilities and public spaces are safe, well-maintained, and accessible for all users

Safe and well-maintained public spaces are essential for a thriving community. Burnaby ensures that facilities and infrastructure support daily needs by prioritizing upkeep, accessibility and safety. From recreation centres and libraries to fire stations, and parks, maintaining these spaces allows residents to use them with confidence. Strengthening facility management and engineering efforts helps prevent hazards, improve functionality, and ensure public spaces remain welcoming and reliable.

Where we are

Strategic solar lighting installations

Solar lighting will be piloted at key park access points to improve safety and accessibility during evening hours. These installations provide support for usability and safety of select special features in parks while maintaining a balance with operational and environmental considerations which mean that most neighbourhood parks and amenities are not lit.

Secure bike lockers at public facilities

Secure bike lockers have been installed at multiple City facilities to support sustainable and active transportation, reduce bicycle theft, and make cycling a more convenient travel option. Usage data is monitored to help allocate lockers where demand is highest. Current installations include Edmonds Community Centre, Bonsor Recreation Complex, Bob Prittie Metrotown Library, Christine Sinclair Community Centre, Rosemary Brown Recreation Centre, Kensington Complex, and Shadbolt Centre for the Arts. New construction projects are planned to incorporate bike lockers into the designs of the Cameron Recreation Centre, Burnaby Lake Recreation Centre, and Brentwood Community Centre.

In-house technical services expansion

The in-house team of specialized technicians that ensures safe and consistent operations of electrical, HVAC mechanical, and DDC system in City facilities is being expanded. This will improve response times, enhance efficiency in addressing

facility system issues, and minimize service disruptions for users of these community spaces. Staffing processes are underway to bring these needed technical skills and expertise to strengthen capacity through this expansion.

Custodial and Facilities Maintenance Safety Program

Work is underway to build a more robust Custodial and Facilities Maintenance Safety Program that strengthens safety, efficiency and consistency across City facilities. The program includes enhanced custodial training on cleaning procedures, chemical handling, and PPE use along with updated job specifications to improve performance. As this work progresses, planning is also underway for the implementation of a full 24/7 custodial program in 2026.

Facility maintenance prioritization system

Work is underway to strengthen how facility maintenance is prioritized and delivered, helping ensure City facilities are safe, functional, and available for community use with minimal downtime. The City is moving forward with implementing a new work request system, scheduled for rollout to all staff in 2026. This system is expected to significantly improve how services and safety-critical systems are tracked, prioritized and delivered in our facilities.

New initiatives

City wide anti-graffiti protocols

This City is undertaking work to develop comprehensive anti-graffiti prevention protocols to better protect public infrastructure, signage and visual assets. This work will support the expanded use of protective anti-graffiti coatings to allow for quick and low-impact removal, alongside standardized cleaning protocols that ensure consistent and material-appropriate methods for maintaining City assets. In addition, the strategy will introduce anti-vandalism design elements for billboards, utility wraps and other City-managed graphics to reduce opportunities for graffiti and enhance the long-term resilience of public spaces.

Bear spray incident response protocols

Early work is underway to develop a comprehensive bear spray response protocol for staff in City facilities. This effort includes identifying existing best practices for bear spray remediation and other critical considerations to prevent cross-contamination and ensure effective and safe handling. These protocols are being developed in response to the growing misuse of bear spray in communities across the country. Once implemented, they will support a safer and more coordinated response to incidents involving bear spray.

What We Heard

I want safe, well-maintained, and accessible City facilities and public spaces

You told us that well-maintained, accessible public spaces are essential for a strong community. Some emphasized the need for improved nighttime lighting in park entrances and around facilities. You want public spaces to feel welcoming, with clear signage and good accessibility. Some shared concerns about safety in public washrooms and parking areas, while others stressed the importance of regular maintenance to keep spaces secure. You want to feel safe and included in key community hubs like recreation centres and libraries.

3.2. Continue to make streets safer for all road users, including pedestrians, cyclists and e-mobility users

Burnaby is committed to making streets safer and more accessible for everyone. Through Transportation Services, the City improves road design, upgrades pedestrian crossings, and adds traffic calming measures to reduce risks for all road users. The RCMP plays a key role in enforcement, focusing on speeding, impaired driving, and other unsafe behaviours through education and prevention programs. This includes enhanced enforcement in school zones during key times throughout the school year, with efforts regularly evaluated to improve pedestrian safety and protect children. Officers also take the opportunity to educate drivers on the neighbourhood impacts of unsafe driving behaviours. By combining better infrastructure, effective enforcement, and public education, Burnaby is creating a transportation network that helps people move safely—whether they walk, cycle, drive or use e-mobility options.

Where we are

New Sidewalks Program

In 2025, the City completed a comprehensive review of its New Sidewalks Program and refined the prioritization framework used to identify locations most in need of new pedestrian infrastructure. The refined framework places greater emphasis on walkability factors such as proximity to schools, seniors' facilities, parks, transit, and other areas with high pedestrian activity. Using this updated approach, the City confirmed top priority sidewalk projects with construction scheduled to begin in 2026. These efforts help ensure our streets and public spaces are safe and accessible, supporting an inclusive transportation network that works for everyone.

Accessible pedestrian signals

In 2025, the City continued expanding its use of touchless Accessible Pedestrian Signals as part of its commitment to safer and more inclusive street crossings. These upgraded signals are now the City's standard, providing audible cues, vibration feedback, and touch-free activation to support pedestrians with vision, hearing, or mobility disabilities. Further upgrades are planned as part of new traffic signal installations and lifecycle replacements. Together, these improvements help create safer, more accessible crossings for all users.

Edmonds cycling network safety upgrades

The City has improved and expanded the cycling network in the Edmonds Town Centre area.

Improvements include intersection crossing improvements, protected cycling facilities, and speed and traffic management measures.

Public education on safety of personal wheeled transport

The City made progress in improving safety for e-scooters, e-bikes, and other micromobility devices through education, regulation, and community engagement. As part of Burnaby's participation in the BC Electric Kick Scooter Pilot Project, the City provides clear safety rules for riders, including helmet requirements, minimum age limits, and safe riding guidance. These measures help reduce injuries and support responsible micromobility use. A youth-focused, in-person safety program also helps young riders and their families use new mobility options safely.

A protocol and system for residents to share traffic safety concerns for police enforcement

Burnaby RCMP Traffic Services continues to address complaints and concerns reported through existing channels while new protocols are being developed to manage ongoing non-emergency traffic safety issues. A responsive communication mechanism is being designed to keep the public informed about actions taken on areas of reported concerns, such as driving behaviour at particular intersections or in certain school zones.

New initiatives

Automated enforcement capacity to reduce traffic hazards

Integrating Automated Licence Plate Recognition (ALPR) into Burnaby's bylaw ticketing system enhances enforcement capacity by instantly identifying violations and streamlining the issuance process. This technology improves efficiency by alerting officers to infractions in real time, reducing delays and increasing compliance. By leveraging these tools, Burnaby reinforces

its commitment to making streets safer, more accessible, and better managed for all road users—supporting equity and safety in our community.

Enhanced Animal Shelter Services

The City has taken important first steps toward the creation of a municipally run animal shelter designed to better serve residents and support high-quality animal care. This modern facility will enhance customer experience by streamlining

services such as adoptions and licensing, while providing a safe, humane environment for animals. Investing in this project aligns with Burnaby’s commitment to ensuring City facilities and public spaces are safe, well-maintained, and accessible for all users—creating welcoming spaces that reflects service excellence.

Central Boulevard Pedestrian Scramble Traffic Signal

The Central Boulevard Pedestrian Scramble will introduce an all-pedestrian crossing phase at Central Boulevard and the Metrotown underground parkade access intersection, directly across from Metrotown SkyTrain Station. Located in a high-pedestrian area, the project will minimize conflicts between vehicles and pedestrians, and support the City’s Vision Zero and active transportation goals.

Priority Crosswalk and Intersection Upgrades

Crosswalk and intersection upgrades help road users better navigate the transportation network. Upgrades are prioritized to maximize safety improvements citywide based on technical factors, including proximity to transit, schools, parks, civic facilities, trails and other areas with high pedestrian traffic, as well as traffic volumes, collision history and sightlines.

In 2026, the City plans to install the following:

- » new pedestrian signal at Forest Grove Drive and Ash Grove Crescent
- » new signed crosswalks at Hazel Street and McMurray Avenue; Buffalo Drive and Phillips Avenue; and Kensington Avenue and Sumas Street
- » new RRFB, along with curb extensions, pedestrian letdowns, and enhanced street lighting at the existing marked crossing on Delta Avenue in front of Brentwood Park Elementary School

School Street Pop-Up

School Streets create temporary car-free zones in front of elementary schools during the start and end of the school day. These short-term closures improve safety and air quality, encourage active travel, and provide space for social interaction. With provincial grant funding, the City will deliver a one-week School Street pilot in Burnaby to evaluate feasibility, operational requirements, safety outcomes and community response, helping inform potential future implementation. Delivered in collaboration with the School District, school administration, and the Parent Advisory Committee, the pilot is planned for April 2026.

Connected Strategies, Plans and Programs

The **Burnaby Transportation Plan** guides long-term transportation decisions to create a safer, more connected and sustainable city. It prioritizes walking, cycling and transit while integrating transportation with land use planning. Complementing this, the **New Sidewalks Program** improves pedestrian infrastructure by adding sidewalks in key areas to enhance safety, accessibility and mobility. Together, these initiatives support safer streets and more inclusive, climate-friendly travel options.

What We Heard

I want streets that are safe for everyone—drivers, cyclists, and pedestrians

You told us that traffic safety is a major concern, especially near schools, crosswalks and busy intersections. Some raised concerns about speeding, unsafe e-scooter use and poorly-timed walk signals. Others worry about turning vehicles creating risks for pedestrians and cyclists. You want more lighting and stronger safety measures to make streets safer for everyone.

3.3 Create safe, welcoming, inclusive public spaces and facilities designed to reflect the needs of Burnaby's diverse communities

Public spaces shape how people connect, participate and feel a sense of belonging. Safe, inclusive spaces foster trust, reduce isolation and help prevent conflict. The City designs, programs, and maintains spaces that support accessibility, cultural inclusion and social connection, ensuring shared environments feel welcoming and secure. Planning and Development ensures spaces reflect Burnaby's diversity, while Parks, Recreation and Culture creates programming that brings people together. By prioritizing equity, diversity and cultural representation, Burnaby builds public spaces where people of all ages, abilities, and backgrounds feel safe and valued.

Where we are

Dementia-friendly wayfinding systems 💡

Work is underway to enhance wayfinding and signage across our facilities, to modernize existing standards and guidelines. As part of this effort, updated wayfinding and signage will be developed using universal design best practices, such as intuitive landmarks, consistent symbols and highly readable signage. This work will support accessible, user-friendly navigation for all residents, including those with diverse cognitive, physical and sensory needs.

Art Enhancements in Youth Recreation Spaces

A professional artist has collaborated with youth participants to create youth-driven murals at local youth centres. These murals reflect the voices, creativity and lived experiences of the young people involved, making the spaces more welcoming, vibrant and youth-friendly. This initiative helps foster a sense of ownership and pride while strengthening connections between youth and their community spaces.

New initiatives

Collaborative Safety Planning for Community Events

The Burnaby Event Safety and Security Team is advancing planning efforts for large-scale community events to strengthen public safety and operational resilience. Through collaboration with community event partners and across City departments, the City is enhancing community safety through proactive risk management and promoting inclusive, welcoming environments for all residents. By incorporating these priorities into event planning, the team supports a coordinated approach that builds community trust and contributes to a safer, more vibrant Burnaby.

Increasing community connection through indigenous celebration

The City hosts annual programming for National Indigenous Peoples Day and the National Day for Truth and Reconciliation, enhancing community connectedness and advancing reconciliation. These events provide opportunities for ceremony and cultural expression, while supporting Indigenous artists, knowledge keepers, and small businesses. They also deepen public awareness of Indigenous histories and identities, creating a welcoming space where Indigeneity is respectfully and visibly celebrated. These initiatives foster meaningful shared experiences that deepen relationships with Indigenous communities and enrich the cultural life of Burnaby.

3.4 Promote business safety and security through crime prevention, enforcement, education and resource-sharing

A safe business environment strengthens the entire community by reducing crime, improving public spaces, and creating a sense of security for residents, workers and visitors. The City collaborates with business owners, industry groups and enforcement partners to prevent crime, enhance preparedness and address security concerns. The Burnaby RCMP provides enforcement, education and crime prevention programs to help businesses reduce theft, vandalism and other risks. By strengthening partnerships and sharing resources, Burnaby supports businesses in keeping their staff, customers and surrounding neighbourhoods safe.

Where we are

Refresh Business Safety Toolkit

The Business Toolkit has been refreshed with updated content to better support local businesses with clear, practical safety information and resources. The revised toolkit provides more current guidance on topics like security camera best practices and privacy legislation. The toolkit will continue to be updated and enhanced to help businesses strengthen their safety practices and stay connected to available supports.

Small Business Safety Strategy

Work is planned for 2026 to further explore the development of a small business safety strategy. This effort will focus on identifying the specific safety needs of local businesses and shaping coordinated approaches to better support them.

New initiatives

Expanded Retail Crime Reduction

The newly expanded Burnaby RCMP Boost and Bust initiative significantly enhances community safety by proactively targeting retail theft, violent offenders, and weapons in high-traffic shopping districts. Through coordinated efforts by uniformed and plainclothes officers, these operations have led to multiple arrests—including individuals with outstanding warrants and histories of violent

crime—as well as the seizure of stolen goods and weapons. By curbing repeat offending, supporting local business safety, and maintaining a visible police presence, Boost and Bust helps reduce crime, deter theft, and create a safer environment for residents, workers and visitors alike.

What We Heard

I want tools and resources to keep my business, employees, and customers safe

Business owners told us they are concerned about theft, vandalism and break-ins, which affect both operations and customer experience. Many emphasized the need for practical tools, stronger support, and better coordination to address safety challenges in commercial areas. Others highlighted the need to work together on social challenges so businesses and communities feel safe and welcoming.



Responsive and Inclusive Services

4

Community safety is deeply connected to well-being, inclusion and equitable access to support services. This priority emphasizes a proactive and collaborative approach to addressing social challenges, homelessness and systemic inequities. By centring Indigenous leadership, embedding anti-racism strategies, and using data-driven solutions, these actions build a safer, more inclusive community where all residents feel supported and valued.

Strategic Actions

- ▶ 4.1 Foster an inclusive and proactive approach to services that support resident well-being, recognizing it as a cornerstone of community safety.
- ▶ 4.2 Address homelessness and social challenges through collaborative, data-driven and support-first approaches.
- ▶ 4.3 Champion Indigenous knowledge and leadership in community safety and decision-making in collaboration with Host Nations and Indigenous Peoples living in Burnaby.
- ▶ 4.4 Embed anti-racism and equity-based approaches into community safety planning to foster trust, inclusion and safety for all residents.

4.1 Build an inclusive and proactive approach to services that support the well-being of residents, recognizing well-being as a cornerstone of community safety

Supporting resident well-being is a key part of keeping Burnaby safe. The Social Planning Committee, Planning and Development, Indigenous Relations and Reconciliation Division, and the Homeless Intervention Division work together to ensure services meet the needs of diverse communities and reduce risks that impact safety. Strengthening this work means improving coordination across departments, expanding outreach, and making it easier for residents to access support—because when people have the resources they need, the whole community is safer.

What We Heard

I want services that meet the evolving needs of my family and community

You told us that as Burnaby grows, access to essential services is becoming more important. Some highlighted the need for more affordable childcare, community centres, and neighbourhood services. You want services that reflect diverse cultures and languages. Transportation and affordability can be barriers, and finding support can be difficult. You want easier ways to learn about and connect with the help you need.

Where we are

Social infrastructure strategy

The City is working to meet community needs for essential social infrastructure such as childcare centres, community resource centres and more. The Social Infrastructure Needs Assessment (SINA) informs the implementation work initiated in 2025 and continues through 2026. This helps support our growing and diverse community for years to come.

Resource navigation guide

A new guide has been developed to map free and low-cost well-being and support resources across Burnaby, ensuring residents can easily access help when needed. The guide features QR codes that link directly to intervention and support services, with one-click translation making it practical and user-friendly. This initiative enhances community safety by connecting people to timely assistance and promoting equitable access to resources. The resource page is now live on the City of Burnaby website: <https://www.burnaby.ca/services-and-payments/community-safety/community-resources>.

New initiatives

Person-First Language Guide

The City is establishing clear guidance on person-first and non-stigmatizing terminology to use in all our work with unhoused community members. This work builds trust with vulnerable individuals, aligns teams across departments and with social support agencies, and ultimately supports more effective and compassionate service delivery.

Ensuring inclusive language

To advance equitable and responsive services, the City is enhancing its internal language guide to ensure written communications reflect inclusive, respectful and culturally safe language practices. This includes updated guidance on terminology related to Indigenous Peoples, emphasizing the use of distinctions-based language (First Nations, Métis, Inuit) and discouraging the use of outdated or colonial terms. These updates support reconciliation, foster trust, and help ensure that City communications uphold the dignity and identities of Indigenous individuals and communities.

Connection to Culturally Relevant Resources

Resources have been developed to help staff and community members access culturally relevant supports, including the Metro Vancouver Indigenous Peoples Resource Guide, which is hosted on Burnaby.ca and maintained by City staff. The guide brings together a wide network of culturally grounded services and supports

for Indigenous Peoples across the region. It is designed to strengthen safety, wellness and connection, highlighting crisis response services, education and employment programs, early childhood and parenting supports, as well as a broad range of health and healing services. By consolidating these vital resources, the guide helps ensure individuals can access the right supports at the right time, strengthening community well-being and fostering safer, more connected Indigenous communities.

Advancing economic reconciliation

The City is building on initial work to establish a Business Directory for Indigenous Vendors to expand access to City procurement opportunities for Indigenous-owned businesses. By creating a dedicated vendor roster and integrating economic reconciliation into procurement processes, the City aims to support Indigenous entrepreneurship, foster equitable economic participation, and strengthen partnerships with Indigenous businesses. This initiative supports the premise that economic development contributes to community safety and well-being.

Connected Strategies, Plans and Programs

The [Burnaby Poverty Reduction Strategy](#), developed with Burnaby Neighbourhood House and Burnaby Family Life, supports the provincial **TogetherBC** framework. The initiative focuses on understanding poverty in Burnaby, identifying service gaps and improving local support systems. Key priorities include mapping resources, engaging people with lived experience, and coordinating efforts among stakeholders. The strategy is in progress, with a final plan expected in 2025.

4.2 Collaboratively address homelessness and social challenges through inclusive, data-driven and support-first approaches

Burnaby takes a coordinated, support-first approach to addressing homelessness and its effects on the community. The Mayor’s Task Force on Unsheltered Community Members provides direction for this work, ensuring that responses prioritize support, public space management and long-term solutions. This is a cross-departmental effort, with Bylaw Services, Outreach and Intervention, the RCMP, Burnaby Fire, and community providers working together to connect people to services while addressing concerns about encampments and public space accessibility. While homelessness is a complex issue requiring action at all levels of government, Burnaby focuses on solutions that enhance safety, improve service coordination, and support the well-being of both housed and unhoused residents.

Where we are

Public information and storytelling campaign about Burnaby’s homelessness response

An information and storytelling campaign has been launched, to inform residents about the City’s support for homelessness. Through real-life experiences, this initiative seeks to build understanding of the challenges faced by unhoused residence while clarifying the City’s actions, service coordination and available supports. To date, multiple public engagement and information sessions have been completed both locally and at the regional level.

Data sharing amongst the Coordinated Interagency Response Table

The City, Fraser Health IHART team, MSDPR, and other partners participate in a regular working table to coordinate support for unhoused residents. Work is well underway on a data-sharing agreement that incorporates all required privacy impact processes. This agreement will

help streamline access to services, reduce gaps in care, and enhance outcomes while ensuring compliance with privacy standards.

Evaluation of homelessness response and service gaps

The project assessing the effectiveness of Burnaby’s homelessness programs and identifying service gaps has been completed, and the final report was received by the Council in 2025. Recommendations from the report are now actively guiding service delivery improvements. Using data collection and key performance indicators, this evaluation aims to ensure resources align with the needs of unhoused individuals, strengthen program effectiveness and close gaps in care.

What We Heard

I want the City to address homelessness and social issues collaboratively

You shared concerns about homelessness and want to see meaningful action. Some raised worries about encampments in parks and substance use in public spaces affecting feelings of safety. Many continue to emphasize the need for both immediate responses and long-term supports that help people access housing and care. You also want ongoing communication about how these complex challenges are being addressed and better coordination between services.

Connected Strategies, Plans and Programs

Addressing housing and homelessness is a key priority for the Burnaby community. The [HOME Strategy](#) is Burnaby's 10-year plan to ensure everyone has access to a home they can afford and feel safe in. It includes actions to expand affordable housing, support vulnerable populations, and prevent pathways into homelessness.

The [Mayor's Task Force on Unsheltered Community Members](#) provided important recommendations that have since been implemented. These efforts focused on creating shelter spaces, developing housing options, and improving coordination among agencies to better support unsheltered residents and enhance community safety.

4.3 Champion Indigenous knowledge and leadership in community safety and well-being in collaboration with Host Nations and Indigenous Peoples living in Burnaby

The City is committed to embedding Indigenous knowledge and voices into community safety and reconciliation efforts. The Indigenous Relations and Reconciliation Division works closely with Host Nations—the xʷməθkʷəy̓əm (Musqueam), Sḵwxwú7mesh (Squamish), səliłwətał (Tsleil-Waututh), and kʷikʷəłəm (Kwikwetlem) Nations—and with the urban Indigenous peoples where appropriate to strengthen government-to-government relationships and ensure Indigenous perspectives are central to City planning.

Progress has been made to engage Host Nations and integrate Indigenous voices into interdisciplinary emergency management practices, strengthening emergency response and post-disaster recovery for the benefit of the entire community. This strategic action focuses on partnering with Host Nations to create a stronger, more connected society—one that respects cultural safety and reflects Indigenous knowledge in community safety, emergency planning, and public services.

Where we are

Indigenous engagement in emergency management

Consultation, cooperation and collaboration with Host Nations infuses emergency management practices with Indigenous knowledge and perspectives. This initiative encompasses relationship building, shared learning, and collaboration on emergency response and recovery strategies. This work fosters inclusive and effective community safety practices across the emergency management spectrum.

New initiatives

Transparent, accountable engagement

Community Safety staff will collaborate with the Indigenous Relations and Reconciliation Office to engage with the Host Nations on whose territories Burnaby is located, and Indigenous people living in Burnaby, on this plan and its implementation. This engagement will ensure that the voices and priorities of Host Nations and Indigenous people living in Burnaby are meaningfully integrated into the design, implementation, and evaluation of the safety and well-being efforts in the City. Engagement with Host Nations and Indigenous people living in Burnaby will support transparency and accountability in strategic safety planning work.

Deepening reconciliation through education opportunities

Efforts to advance Indigenous-led awareness and education initiatives reflect the City's strong and ongoing commitment to reconciliation. As Burnaby looks to the future, continuing Indigenous education and awareness building activities- such as film screenings, art installations, community camps and other events- will further strengthen the City's goal of building a more connected and culturally informed community. Planned work will deepen public understanding of the ongoing impacts of colonial violence and reinforce a proactive, community-centered approach to well-being.



Partnering with First Nations on Emergency Preparedness

The City of Burnaby is working with Host Nations to strengthen Indigenous leadership in emergency management and ensure that emergency planning reflects Indigenous knowledge, cultural safety and community priorities.

This collaboration is guided by global and provincial commitments, including the Declaration on the Rights of Indigenous Peoples Act and the Sendai Framework for Disaster Risk Reduction which emphasize inclusive, community-driven approaches to resilience. The Emergency Disaster Management Act further advances Host Nation engagement in this work. By integrating Indigenous knowledge and perspectives into emergency planning, Burnaby is working toward a more effective, interconnected, and resilient approach to preparedness and response, benefiting the entire community.

4.4 Advance equity-based approaches into community safety and well-being planning to create trust, inclusion and safety for all residents

Burnaby's strength lies in its diversity, including age, gender, race, religion, sexuality and diverse abilities. Creating a safe and inclusive community means ensuring that all residents, regardless of identity, feel valued and protected. The City works to remove barriers, promote cultural safety, and embed equity into public safety initiatives so that services reflect the needs of Burnaby's diverse communities. As part of this work, the Anti-Racism Framework strengthens efforts to dismantle systemic barriers and ensure racial equity remains a core part of community safety planning.

Where we are

Newcomer trust-building initiative

Building trust with newcomers is a proven way of enhancing outreach efforts. Burnaby RCMP and Community Safety Department staff regularly deliver presentations and participate in cultural events to build relationships and foster community trust. This work is essential to advancing safety for all residents by helping newcomers feel supported, included and connected to community safety resources.

Intercultural competency training

This planned professional development will strengthen cultural awareness, collaboration and understanding among City of Burnaby staff and RCMP. This initiative aims to enhance public

service delivery by fostering respectful, inclusive interactions and building trust with Burnaby's diverse communities.

Advancing racial equity within the Community Safety and Well-Being Plan

Work has begun on advancing equity-based approaches within community safety and well-being planning. Initial efforts include integrating equity considerations into existing safety programs and communications through an inclusion lens and engaging with community partners to better understand residents' diverse barriers and experiences. These early steps aim to strengthen trust, promote inclusion, and ensure that safety initiatives reflect the needs of all members of the community.

New initiatives

Culture-Centred Community Safety Dialogue Sessions

These interactive, in-person dialogue sessions aim to connect Burnaby residents of Chinese descent

with police and City community safety service providers to strengthen trust and collaboration. These planned conversations support engagement and equity-based safety planning through inclusive and responsive processes.

What We Heard

I want the City to value and celebrate the diversity of its residents

You told us that feeling respected and valued is fundamental to feeling safe. You want City services and safety programs to reflect and respect Burnaby's cultural diversity. Language barriers and lack of cultural understanding can make it harder to access support or trust those meant to help. Some shared experiences of racism and discrimination that made them feel unsafe or unwelcome. Building trust requires services and staff that understand, respect and reflect our diverse communities.



5 Youth and Family First Strategy

The final priority in this plan is the Youth and Family First Strategy, our long-term commitment to ensuring young people and families in Burnaby have the support and opportunities they need to thrive. Community safety is strengthened when youth feel connected, families are supported, and young people have positive pathways for growth.

Youth challenges such as bullying, racism, social isolation, exploitation or violence, are shaped by broader social and economic factors. By collaborating on prevention and early intervention, this strategy strengthens the foundation for youth well-being and long-term community safety.

A core component of the Community Safety and Well-Being Plan, the Youth and Family First Strategy helps reduce risks by expanding mentorship and leadership programs, creating safe spaces and family supports. All are key ingredients for building resilience and preventing harm before it occurs.

Why is the Youth and Family First Strategy in the Community Safety and Well-Being Plan?

While this strategy aligns with the broader goals of the Community Safety and Well-Being Plan, it follows a specific approach. Rather than focusing only on safety in the moment, it emphasizes prevention, long-term engagement and proactive support for young people.

- » All strategic actions of the Community Safety and Well-Being Plan contribute to youth and family well-being— from connected communities to inclusive spaces.
- » Youth and families are deeply affected by these factors, making it essential to take a structured, long-term approach that supports their success.
- » By formalizing this work as a strategy, Burnaby is making a sustained commitment to ensuring young people and families receive consistent, targeted and evolving support.

Vision

A Burnaby where youth and families have the support, stability, and connections they need to stay safe and build positive futures.

The Youth and Family First Strategy recognizes that strong families, connected communities, and meaningful opportunities are key to lasting safety and well-being.

Guiding Principles

Prevention is the most effective way to reduce harm

The best way to address gang involvement, exploitation, violence and substance use is to prevent them from happening in the first place. That means investing in early intervention, community connections and protective supports that keep youth from being drawn into harm.

Every youth should feel safe, seen and valued

Young people deserve safe spaces to learn, grow, and connect where they feel welcome and included.

Families should have the support they need to thrive

Parents, caregivers and guardians should have access to resources, guidance and culturally relevant supports that strengthen family stability.

When challenges arise, help should be available early

Youth and families should have timely access to the right support before problems escalate.

Opportunities keep youth engaged and on a positive path

Young people should have real access to leadership, mentorship, recreation, and meaningful activities that build confidence and connection.

Strong partnerships create safer, more connected communities

Schools, law enforcement, social services and community organizations should work together to ensure no youth or family falls through the cracks.

Prevention Framework

Under the Youth and Family First Strategy, initiatives are selected using a prevention framework to ensure that resources are directed toward the most effective, evidence-based approaches.

This framework helps guide decision-making by prioritizing initiatives that focus on preventing violence, exploitation, and harm through early intervention and long-term support for youth and families.

Prevention focus	What it means	Example approach
Universal prevention	Strengthening protective factors for all youth and families to create safer environments.	School-based leadership programs, inclusive recreation, mentorship opportunities.
Targeted engagement	Providing extra support for youth at risk of disengagement, exploitation or harm.	Safe spaces for youth, culturally responsive programs, identity-based supports.
Family strengthening	Ensuring caregivers have the tools, resources, and services to provide a stable, supportive home environment.	Parenting workshops, mediation services, wraparound supports.
Early intervention	Identifying warning signs early and providing timely, proactive support to prevent forms of violence.	RCMP Youth Section outreach, dedicated youth counselling and intervention programs.
Ongoing research and collaboration	Using local data, research, and cross-sector partnerships to adapt and refine prevention efforts.	Evaluating intervention program outcomes, tracking emerging risks, adjusting strategies as needed.

Strategic Actions

- ▶ 5.1 Create opportunities for youth to grow, lead, and connect through recreation, mentorship, and skill-building programs.
- ▶ 5.2 Prevent community violence and exploitation by addressing root causes and implementing proactive safety measures.

5.1 Give youth opportunities to grow, lead and connect through recreation, mentorship and skill-building programs

Young people bring vibrancy, energy and new ideas to Burnaby, and they deserve spaces where they feel safe, supported and empowered. Through programs and departments like the Youth Recreation programs in the Parks, Recreation and Culture department, the City provides welcoming environments where youth can connect, develop skills and build confidence. Feeling safe—physically, socially and emotionally—is essential for youth to reach their full potential and be themselves. By supporting belonging, mentorship and leadership opportunities, the City helps ensure that every young person has the support they need to feel secure, included and ready to shape the future of their community.

Where we are

Enhanced youth mural program

The youth mural program will expand to meet growing demand, promoting artistic engagement, community connection, and neighbourhood beautification, while reducing risks associated with youth disengagement.

High School Youth Leadership Program

Youth participated in a leadership program to gain experiential skills learning and job readiness. Through hands-on workshops, youth developed skills in conflict resolution, public speaking, teamwork and workplace professionalism. Participants also earned practical certifications such as FoodSafe, First Aid, and High Five to strengthen employability and prepare them for job opportunities. Youth benefited significantly from the program, gaining confidence, workplace skills, and meaningful experiences to support their transition into future employment and leadership roles.

Identity-based youth support programs

Safe and supportive spaces are critical for youth to explore important developmental milestones including communication, cultural awareness, and healthy relationships. These programs promote personal growth and inclusivity, providing resiliency-building opportunities so young people remain engaged, supported and connected.

Grade 7 Transition and Leadership Program

City Youth leadership programs continue to offer young people meaningful opportunities for personal growth, skill development and positive engagement. The City is actively exploring additional funding opportunities to strengthen and expand them, ensuring more youth can benefit from these impactful experiences.

New initiatives

Expanding Youth Opportunities in Emergency Services

An enhanced Burnaby Fire Department Youth Outreach Academy will return in 2026, offering Grade 11 and 12 students a valuable opportunity to learn, grow and explore their potential. This four-day program provides a hands-on introduction to the work of first responders, including skill development in hose operations,

technical rescue, and CPR-C certification. The Academy will include additional seats dedicated to Indigenous students, supporting greater access and representation in emergency services career pathways. Designed to foster confidence, leadership and practical learning, the Academy helps youth build essential skills in a supportive environment.

5.2 Prevent violence and exploitation by addressing root causes and implementing proactive safety measures

Preventing youth from experiencing exploitation—such as gang recruitment, sexual exploitation, drug trafficking and coercion into crime—requires a coordinated, community-driven response. The City of Burnaby, Burnaby RCMP, schools, and community organizations collaborate to provide education, outreach and intervention programs that help youth recognize risks, access support and stay connected to positive opportunities. Research, best practices and evidence-based approaches guide these efforts to create effective, long-term solutions that support youth and families across Burnaby.

Where we are

Youth Section officer program evaluation

A youth-focused research and evaluation project was completed through the Civic Innovation Lab, incorporating feedback from community partners to strengthen gang-prevention efforts and ensure programs are responsive to community needs. The City and RCMP are working together to integrate the evaluation findings into ongoing program development and service delivery, enhancing effectiveness and better supporting the diverse youth populations served.

School-based gang prevention assessment project

This is a study surveying students, parents and teachers in School District 41 (SD41) to evaluate the effectiveness of current gang-prevention strategies. This research will help refine school-based programs like Expect Respect & Safe Education (ERASE), and ensure programs provide protection for youth from gang involvement.

Youth-Offender Intervention Research Study

A youth offender intervention research study is currently underway, coordinated through the Civic Innovation Lab. This study is examining the effectiveness of existing justice-system responses and supports for young people, with the goal of identifying opportunities to improve local intervention and prevention strategies. The research is scheduled for completion in late spring 2026, and the findings will be used to strengthen service approaches and promote better long-term outcomes for youth involved in or at risk of justice-system involvement.

Youth gang intervention counselling

The City will explore opportunities to expand therapeutic counselling services to youth and families, addressing risks for gang involvement. This program emphasizes early intervention and collaboration with the Burnaby Mobilization and Resiliency Table (BMART), the Burnaby Gang Enforcement Team (BGET), and other youth serving organizations to provide targeted support and resources.

Bear spray prevention initiative

Bylaw development is currently being developed to further restrict the misuse of bear spray. Education efforts are being planned for 2026 to complement these measures. By collaborating with retailers and enforcement units, this initiative aims to reduce the risk of harm in our communities and keep dangerous items out of the hands of youth.

Burnaby Gang Enforcement Team (BGET) Youth Outreach Program

This outreach program would provide education on the risks of gang recruitment, drug trafficking, and local gang activity, and will target youth. The program uses real-world examples and local case studies to empower youth with the knowledge to make informed decisions and avoid harmful situations.

New initiatives

Bridges Youth Conflict Resolution Program

The Bridges program teaches youth in Grades 6 and 7 constructive conflict resolution, empathy and communication skills. This fosters proactive problem-solving, thus reducing the likelihood of conflicts escalating into violence. When youth learn to resolve disputes peacefully and support one another, they are less vulnerable to exploitation that targets isolation and unhealthy coping behaviours. Building these competencies strengthens resilience, promotes healthy relationships, and empowers students to make safer choices in difficult situations.

Increasing Youth Section Supports and Outreach

In 2026, the RCMP Youth Section is committed to strengthening early intervention and prevention strategies by deepening partnerships with schools, families and community agencies. Youth Section officers will proactively connect with youth who may be vulnerable to gang recruitment or gang-associated criminal activity and ensure they and their families receive timely, meaningful support.

While Burnaby schools are not currently facing specific gang-related issues, when youth become involved in criminal behaviour outside the school environment, those behaviours can spill back into schools. Our goal is to reduce the number of young people entering gang-like criminal activity, contributing to safer schools and safer neighbourhoods.

To support this goal the Youth Section will undertake a coordinated approach that includes tailored “End Gang Life” presentations, resilience and conflict management education, and clear pathways to local resources for students and families. By equipping youth with practical tools and early intervention options, we aim to reduce risk factors and promote healthier decision making.

This vision builds on our strong existing programs—such as soccer camps for at-risk youth, anti-bullying and internet safety presentations, Youth Academy, and the Choose Your Ride initiative—which foster trust, positive relationships and pro-social behaviour.

Our 2026 vision is to deliver a more integrated and collaborative model of youth engagement that combines prevention, education, mentorship and early intervention. By focusing on at-risk youth and working closely with our school and community partners, we aim to support resilient young people and strengthen long-term community safety in Burnaby.

What We Heard

I want youth in Burnaby to have safe, positive, and enriching opportunities.

You told us that youth need safe, supportive, and inclusive spaces and programs. Parents are concerned about safety after school and at night, when risks can be higher. Youth workers stressed the importance of positive activities and trusted adults. 2SLGBTQIA+ youth shared the need for spaces where they feel safe, welcomed, and free to be themselves. Some youth also highlighted the importance of well-lit and managed places to go at night.

Implementation

The Community Safety and Well-Being Plan is evolving as the City continues to respond to the changing needs of Burnaby's residents, businesses, and neighbourhoods. Its implementation is supported by collaborative structures that bring together City departments, community organizations, and residents to advance shared priorities and ensure accountability.

At the heart of this work is a network of key partners guiding decision-making and monitoring progress. These include the Public Safety Committee, the Community Safety Department, the Community Safety and Well-Being Plan Working Group, and the Community Safety Advisory Committees (CSACs), which provide governance, oversight, and local input on safety initiatives. These groups work alongside resident-led groups and cross-departmental teams that coordinate efforts across the City.

To keep the Plan responsive and effective, progress is being tracked through annual reviews, performance reporting, and ongoing community engagement. This ensures that priorities remain relevant, strategies are adapted as needed, and Burnaby continues to build a safer, more connected community.



Entity	Role and purpose
Mayor and Council	<p>Provides ultimate leadership and direction on all matters related to Burnaby community safety and well-being, including budgeting and financial oversight for work undertaken to advance work within the plan.</p> <p>Advocates for law and policy changes with other levels of government to support local safety initiatives.</p>
Public Safety Committee	<p>Provides governance and oversight for the plan's implementation. Reports to Council on progress and priorities. Acts as a liaison between City departments, the RCMP, Burnaby Fire and community stakeholders.</p>
City Leadership Team	<p>Ensures high level departmental contributions and support of Burnaby community safety and well-being.</p>
Community Safety Department	<p>Leads the day-to-day coordination of the Plan, ensuring priorities are addressed and actions are implemented. Develops annual updates and identifies new initiatives based on community needs.</p>
Community Safety and Well-Being Plan Working Group	<p>A cross-departmental team responsible for tracking progress, reviewing data, and recommending adjustments to priorities and actions based on results and feedback.</p>
Community Safety Advisory Committees (CSACs)	<p>A structured process for residents and local businesses to provide input on community safety programs and priorities. This input is shared with the Public Safety Committee and Community Safety Department to help shape programs and actions.</p>
Community-led groups	<p>Throughout the city, community safety and well-being are strengthened by residents and local organizations working together in their neighbourhoods. This includes BlockWatch as well as other grassroots, community-led groups that bring people together to support safety and connection</p>

Reporting

Implementing the Community Safety and Well-Being Plan is an ongoing, collaborative effort that reflects Burnaby's commitment to accountability, adaptability, and responsiveness. This approach ensures the Plan continues to be grounded in community priorities and delivers meaningful initiatives that advance its strategic actions.

Annual updates and reporting

- » The Community Safety Department coordinates the Community Safety and Well-Being Plan Working Group to review progress on initiatives and identify opportunities to strengthen priorities.
- » Progress updates and proposed initiatives are presented to the Public Safety Committee, which reports to Council for review and endorsement.
- » Annual community surveys gather feedback on what's working, and where adjustments are needed to better support the plan's Strategic Actions.

Community feedback and insights

- » Feedback from in-person engagement activities, Community Safety Advisory Committees (CSACs), and regular community surveys informs updates and helps refine initiatives to ensure they reflect community needs.
- » The Public Safety Committee and Community Safety Department work together to ensure this input is incorporated into updates and new initiatives.

Flexible and adaptive approach

- » The plan's initiatives are reviewed annually and may be adjusted to ensure they continue to support priorities as community needs evolve.
- » This flexible approach allows the City to respond to emerging issues while staying aligned with the plan's Strategic Actions.

Ongoing communication and engagement

- » Residents and businesses can share concerns or suggestions at any time through crimeprevention@burnaby.ca.
- » Ongoing community engagement opportunities, such as workshops, forums and Community Safety Advisory Committee meetings ensure residents remain informed and connected to the plan's progress.

Transparent reporting

- » Annual reports and Public Safety Committee updates provide clear and accessible updates on the plan's progress, showcasing achievements and highlighting new initiatives.
- » Updates are shared with the public through the City website, Public Safety Committee meetings and community events.

Conclusion

The Community Safety and Well-Being Plan is a commitment to building a safer, more inclusive and more connected Burnaby. The plan's priorities, strategic actions and initiatives address the issues that matter most, including:

- » neighbourhood safety and community connections to safe public spaces
- » transportation
- » discrimination
- » anti-racism
- » violence prevention.

Safety is something we all play a part in. The success of this plan depends on ongoing teamwork between the City of Burnaby, the RCMP, Burnaby Fire, community organizations and residents. At the same time, this plan will remain open to change. Burnaby will continue to respond to new challenges and keep safety a top priority.

Thank you to everyone who shared their experiences, concerns, and ideas. Community safety is not just a policy—it reflects the challenges people face every day. Your voices shape this plan, and they continue to guide it as we work together to create meaningful change



Appendix 1-Engagement Highlights

Background

Context from the Community Safety and Well-Being Plan

In 2020, the City of Burnaby launched its first Community Safety Plan, a focused effort to build a safer community across all City operations. Since then, we've worked to update the plan to include community well-being as a critical component of safety for those who live, work, or spend time in Burnaby. Well-being and safety are deeply linked. Healthier, more supported individuals contribute meaningfully to more stable communities. Focusing on well-being strengthens safety by addressing root factors such as social connection, stability, and mental health that help prevent risk and harm.

How we collect information

The City continues to engage residents, community organizations, and key safety partners to guide the Community Safety and Well-Being Plan. We've held focus groups, community forums, and hosted interactive pop-ups at facilities and public spaces, giving residents opportunities to learn about the plan and share their perspectives on safety. We also continue gathering community input through regular surveys and in-person engagements to ensure that community voices remain at the centre of this work.

Purpose of the engagement

Our engagements seek to understand how residents, businesses, and community-serving organizations experience safety, what concerns they prioritize, and the factors that influence their sense of well-being in Burnaby.

Alignment with the Community Safety and Well-Being Plan

The engagement findings complement the updated Plan by reflecting how different community members perceive core safety topics such as public space security, emergency preparedness, transportation safety, discrimination, and youth and family well-being.





Community Safety and Well-Being Plan
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