



## **PUBLIC SAFETY COMMITTEE**

### **\*REVISED AGENDA\***

Wednesday, November 25, 2020, 5:00 p.m.

Council Chamber, City Hall

4949 Canada Way, Burnaby, BC

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	<b>Pages</b>
<b>1. <u>CALL TO ORDER</u></b>	
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6. NEW BUSINESS

7. INQUIRIES

8. ADJOURNMENT



## PUBLIC SAFETY COMMITTEE M I N U T E S

**Wednesday, September 16, 2020, 5:00 p.m.  
Council Chamber, City Hall  
4949 Canada Way, Burnaby, BC**

- PRESENT:**
- Councillor Dan Johnston, Chair *(participated electronically)*
  - Councillor James Wang, Vice Chair *(participated electronically)*
  - Councillor Joe Keithley, Member *(participated electronically)*
  - Trustee Larry Hayes, Burnaby Board of Education *(participated electronically)*
  - Mr. Cory Redekop, Burnaby Board of Trade *(arrived at 5:03 p.m.\* and participated electronically)*
  - Mr. Stephen Baron, Resident Representative
  - Ms. Emily Li, Resident Representative *(participated electronically)*
  - Mr. Heymann Yip, Resident Representative
  - Ms. Sue From, Chair District #1 - Hastings/Brentwood *(participated electronically)*
  - Ms. Carolyn Oraziatti, Secretary District #2 - Burnaby Mountain *(participated electronically)*
  - Ms. Tazul Nisha Ali, Chair District #3 - Southeast
  - Ms. Mary Gates, Chair District #4 – Southwest *(participated electronically)*
- STAFF:**
- Mr. Dave Critchley, Director Public Safety & Community Services
  - Chief Superintendent Deanne Burleigh, Officer in Charge, RCMP
  - Sergeant Lorena Rostie, Strategic Planning NCO, RCMP
  - Ms. Monica Macdonald, Administrative Officer
  - Ms. Shelly Reinhart, Council Support Assistant

### **1. CALL TO ORDER**

The Chair called the Open Committee meeting to order at 5:00 p.m. and conducted the roll call. The Chair, Councillor Wang, Councillor Keithley, Trustee Hayes, Mr. Redekop, Ms. Li, Ms. From, Ms. Oraziatti, and Ms. Gates participated electronically.

For the benefit of the members that were participating electronically, the Administrative Officer read the names of members and staff present in the Chamber.

The Chair, Councillor Dan Johnston, recognized the ancestral and unceded homelands of the hən̓q̓əmiñəm and Skwxwú7mesh speaking peoples, and extended appreciation for the opportunity to hold a meeting on this territory.

*\*Mr. Redekop arrived at 5:03 p.m. and participated electronically.\**

## 2. **MINUTES**

### 2.1 **Minutes of the Public Safety Committee Open meeting held on 2020 July 15**

MOVED BY TRUSTEE HAYES

SECONDED BY COUNCILLOR KEITHLEY

THAT the minutes of the Public Safety Committee meeting held on 2020 July 15 be now adopted.

CARRIED UNANIMOUSLY

## 3. **CORRESPONDENCE**

Items 3.1 - 3.3 were provided on the 2020 September 10 Council Correspondence Package, and referred to the Committee for consideration. A note on the correspondence from staff stated that, in addition to the patrols currently being conducted in the vicinity of the shelter, they will patrol the specific locations identified by the writers to ensure litter removal, and potential nuisance concerns and other related issues are mitigated. Staff further advised that they participate in all Community Advisory Committee meetings and act upon all issues raised by community members.

### 3.1 **Glorissa Contaoe - Re: Douglas Road Shelter Safety Concerns**

Correspondence was received from Ms. Glorissa Contaoe expressing concern regarding drug paraphernalia litter and drug use activity around her family's townhouse, close to the Douglas Road shelter. The writer also described a distressing encounter with man at 6:00 a.m. who seemed to be following her as she walked to a bus stop on Lougheed Highway.

### 3.2 **Vinh Doan - Re: Dangerous Disturbance at 4911 Dawson Street**

Correspondence was received from Vinh Doan expressing safety concerns over the rise in nuisance activities at 4911 Dawson Street. These activities include individuals: drug use in public; setting up camps in the park which is also being used by families; using shopping carts to transport goods in and out of the area; and screaming during the night.



### **3.3 Lin Nie - Re: Shelter and Neighbourhood Safety**

Correspondence was received from Lin Nie regarding neighbourhood safety and security in the vicinity of the temporary shelter at 2295 Douglas Road. The writer advised that there are many children and elderly people living in the area; furthermore, some homeless people have set up tents and are injecting in the nearby park.

Staff referred to the staff note provided regarding items 3.1, 3.2 and 3.3 of the agenda, and advised that they have responded to the writers, conducted additional patrols of the area, and are bringing the issues raised forward to the Douglas Road shelter.

The Committee expressed concern and frustration regarding the unwanted, nuisance and unsafe activities occurring around temporary shelters in Burnaby and other cities, and questioned the City's ability to police these facilities.

Chief Superintendent Burleigh advised that the RCMP will address any illegal activity around temporary shelters. Further, the RCMP has noticed a rise in illegal activity around the Douglas Road shelter and is increasing its enforcement action.

The Committee concluded by noting that temporary shelters should be combined with Provincial funding and on-site social and mental health supports and services.

## **4. MONTHLY REPORTS**

### **4.1 DISTRICT #1 - no submission**

No report was submitted at this time.

### **4.2 DISTRICT #2 - no submission**

No report was submitted at this time.

### **4.3 DISTRICT #3 - no submission**

No report was submitted at this time.

### **4.4 DISTRICT #4 - no submission**

No report was submitted at this time.

#### **4.5 RCMP - June to July 2020**

Chief Superintendent Burleigh commented on the impact of the COVID-19 pandemic on the Detachment. The speaker assured the Committee that adequate staff, as well as health and safety protocols are in place to continue service levels as usual.

Chief Superintendent Burleigh provided an overview of the activities that took place between June and July 2020, including the following:

- crime statistics: theft auto up D1 and D2, B&E business up in D1 and D4, and B&E residence up in D3;
- Traffic Section: excessive speeding is up, 35 impaired driving investigations in July, inspected 264 Commercial vehicles and 184 vehicles removed from the road;
- Bike Section: recounted a few incidents where the Team's action resulted in removing large amounts of drugs and weapons from the street;
- Community Response Team: on one of many patrols, the Team seized nearly one hundred prepackaged baggies of drugs ready for sale on the streets. These drugs are suspected to include cocaine, methamphetamine, heroin and fentanyl;
- Prolific Offenders Suppression Team: seized a huge commercial shipment of rice and other items from a warehouse in Langley, worth \$75,000, after receiving a report that a shipping container full of rice had been stolen from a business in South Burnaby;
- Drug Section: carried out a search warrant on a condominium and seized over 2,000 doses of street level crack cocaine and fentanyl; as well as bulk cocaine, \$20,000 cash, four vehicles, several weapons and phones;
- Domestic Violence Unit: arrested a notable individual who had been wanted on a number of serious charges including sexual assault, assault, and unlawful confinement, after a six-month investigation;
- Victim Services Unit and Youth Services: continue to provide full service during the pandemic to members of the community;
- online crime reporting system went live in June: 234 crime reports to date, with the majority of crime types shop-lifting followed by theft-from-auto;
- Pride Flag was flown for the first time at the Detachment.

The Committee inquired regarding the online crime reporting system and use of a mobile application.

Chief Superintendent Burleigh advised that the online reporting system will be reviewed at six months and after one year, and followed with an annual report. Further, the Detachment will not be using the mobile application as the set up cost is \$22,000 and does not function well.

The Committee expressed concern regarding the RCMP's non-emergency call response time.

Chief Superintendent Burleigh advised that the RCMP are not satisfied with eComm's service delivery vis-a-vis non-emergency calls, and are actively working with eComm to improve response times.

## 5. **NEW BUSINESS**

There was no new business brought before the Committee at this time.

## 6. **INQUIRIES**

### **Heymann Yip - Temporary Shelters**

Mr. Yip, Resident Representative, further inquired regarding temporary shelters for the homeless in Burnaby.

The Committee advised that there is a report regarding housing for the homeless being brought forward to Council in the near future. The Committee requested to receive a copy of the report.

Staff undertook to ensure the Committee receives a copy of the report.

### **Trustee Larry Hayes - Business Watch Program**

Trustee Hayes inquired regarding the status of the Business Watch Program.

Staff advised that the Business Watch Program is active, however, entirely online.

Staff undertook to provide information on the Business Watch Program for the 2020 November 25 meeting.

7. **ADJOURNMENT**

MOVED BY TRUSTEE HAYES  
SECONDED BY MR. BARON

THAT the Public Safety Committee meeting adjourn at 6:02 p.m.

CARRIED UNANIMOUSLY

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CHAIR

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ADMINISTRATIVE OFFICER



Public Safety and Community Services

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## **INTER-OFFICE MEMORANDUM**

TO: CHAIR AND MEMBERS  
PUBLIC SAFETY COMMITTEE

DATE: 2020 October 07

FROM: DIRECTOR - PUBLIC SAFETY AND  
COMMUNITY SERVICES

FILE:

**SUBJECT: BUSINESS WATCH - PROGRAM UPDATE**

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At the open Public Safety meeting held on 2020 September 16, committee member Larry Hayes enquired as to the status of the City Business Watch program. The purpose of this memo is to provide that update.

The Burnaby Business Watch Program is a partnership between the City, the RCMP, and the local business community. It was initially piloted as a project in the fall of 2015, within the suite of Crime Prevention Unit programs. This initiative was intended to engage Burnaby businesses in crime prevention.

The 2015 program provided crime tips, business related crime alerts, links to public safety partners and a repository of Crime Reduction Bulletins including limited crime maps and hotspot information on a Business Watch website.

In early 2018, Crime Prevention staff commenced a review of the program, to determine what was working well and where we could improve. This review also includes a snapshot of similar business crime prevention programs throughout the Lower Mainland. Three models were presented, each requiring varying levels of staff resourcing. Crime Prevention could either maintain the existing Business Watch online platform, assign additional staff resources to enhance it, or could enhance the program in person deliverables, including routine business security audits, contact after a business-related crime, etc.

In early 2019, Crime Prevention staff moved forward to enhance the Business Watch online platform. This updated website has a notification feature for Business Watch workshops, practical information on burglary, shoplifting and robbery prevention, sound Crime Prevention Through Environmental Design (CPTED) information and more. Through the

*CHAIR AND MEMBERS PUBLIC SAFETY COMMITTEE**Subject: Business Watch – Program Update**2020 October 07 ..... Page 2*

Business Watch program, staff have also provided prevention messaging to local Business Improvement Associations and the Burnaby Board of Trade.

The City Communications team has provided detailed recent website user information (Attachment 1) and site traffic to “Tips and Resources” and “Public Safety Partners” is up, and “Reporting to Police” is down in 2020 as compared to the same period before the website update. Most visits to the Business Watch site are for the crime maps and information resources. Business Watch traffic numbers are comparable to other City information sites.

The City Business Watch program is now entirely online and businesses do not “apply” to join, so as to increase the membership/participation in the program. Although there is reduced online traffic in 2020, current factors such as the ongoing pandemic play a role in this. Staff are exploring future steps to grow the program including possible enhancement to the in-person component through increased municipal employee and police officer resourcing, as seen in other Lower Mainland programs.



Dave Critchley

Director – Public Safety & Community Services

DC:dv

Copied to: OIC Burnaby Detachment  
Mgr Community Programs & City Services Burnaby Detachment

Attachment: Site Visit Summary Table

**CHAIR AND MEMBERS PUBLIC SAFETY COMMITTEE**

*Subject: Business Watch – Program Update*

*2020 October 07..... Page 3*

## Attachment 1

Jan 1 - Aug 31, 2020  
Compared to same period 2019

Business Watch				
Visits	Page Views	Unique Visitors	Returning Visitors	Bounce Rate
192	243	174	14	75.70%
-91	-106	-78	-2	+ 6.13%

Jan 1 - Aug 31, 2020  
Compared to same period 2019

Reporting to Police (page was replaced with a PDF)				
Visits	Page Views	Unique Visitors	Returning Visitors	Bounce Rate
10	10	10	0	0.00%
-				
3306	-4787	-2656	-445	N/A

Jan 1 - Aug 31, 2020  
Compared to same period 2019

Public Safety Partners				
Visits	Page Views	Unique Visitors	Returning Visitors	Bounce Rate
49	50	45	4	80.00%
27	21	26	3	+ 20%

Jan 1 - Aug 31, 2020  
Compared to same period 2019

Tips and Resources				
Visits	Page Views	Unique Visitors	Returning Visitors	Bounce Rate
27	30	25	3	100.00%
13	12	13	1	+ 100%

Jan 1 - Aug 31, 2020  
Compared to same period 2019

FAQ				
Visits	Page Views	Unique Visitors	Returning Visitors	Bounce Rate
15	18	15	3	100.00%
1	3	4	0	0%

## INTER-OFFICE MEMORANDUM

TO: CHAIR AND MEMBERS  
PUBLIC SAFETY COMMITTEE

DATE: 2020 SEPTEMBER  
29

FROM: ACTING CITY CLERK

FILE: 2410-20

**SUBJECT: HOMELESSNESS RESPONSE: WINTER 2020/2021**  
ITEM NO. 6.1., MANAGER'S REPORTS, COUNCIL 2020 SEPTEMBER  
28

Burnaby City Council, at the Open Council meeting held on 2020 September 28, received the above noted report and adopted the following recommendations contained therein:

1. THAT Council receive the report for information.
2. THAT in response to proposals by BC Housing to open an Emergency Response Centre and expand the number of units of supportive housing at Norland Place, that the interim service of the warming centres be discontinued.
3. THAT BC Housing, Fraser Health Authority, Progressive Housing Society, and the Burnaby Task Force to End Homelessness be advised of the City's approach to homelessness services for Winter 2020/2021, as outlined in this report.
4. THAT a copy of the report be forwarded to the Social Planning Committee and the Public Safety Committee for information.

Arising from discussion, Council introduced and adopted the following motion:

THAT a copy of the report be forwarded to Diane Gillis.

Please find attached a copy of the report for your information.



Blanka Zeinabova  
Acting City Clerk





Meeting 2020 September 28

COUNCIL REPORT

**TO:** CITY MANAGER **DATE:** 2020 September 21

**FROM:** DIRECTOR PLANNING AND BUILDING **FILE:** 16000 20  
 DIRECTOR PARKS, RECREATION AND *Reference:* Homelessness Response  
 CULTURAL SERVICES

**SUBJECT:** HOMELESSNESS RESPONSE: WINTER 2020/2021

**PURPOSE:** To seek Council approval of the proposed response for the 2020/2021 winter season.

## RECOMMENDATIONS:

1. **THAT** Council receive this report for information.
2. **THAT** in response to proposals by BC Housing to open an Emergency Response Centre and expand the number of units of supportive housing at Norland Place, that the interim service of the warming centres be discontinued.
3. **THAT** BC Housing, Fraser Health Authority, Progressive Housing Society, and the Burnaby Task Force to End Homelessness be advised of the City's approach to homelessness services for Winter 2020/2021, as outlined in this report.
4. **THAT** a copy of this report be forwarded to the Social Planning Committee and the Public Safety Committee for information.

## REPORT

### 1.0 BACKGROUND

In 2018, the City initiated its homeless response, which included working with BC Housing to open a temporary shelter (Douglas Shelter) and a new supportive housing development (Norland Place). The City also opened four City-operated warming centres as an interim service until the Douglas Shelter and Norland Place opened. The warming centre operations model provided safe, overnight shelter from the elements for those experiencing homelessness. By the fall of 2019, the two BC Housing facilities were fully occupied and the City decided to continue the interim operation of the warming centres for an additional winter season (2019/2020).

Three warming centres, located at Swangard Stadium (Kingsway and Boundary Road), Kensington (5889 Curtis Street), and Beresford (5970 Beresford Street), opened on 2019

To: City Manager  
 From: Director Planning and Building  
 Director Parks, Recreation and Cultural Services  
 Re: Homelessness Response: Winter 2020/2021  
 2020 September 21.....Page 2

November 15, two weeks ahead of the scheduled opening of 2019 December 01 due to a colder than usual November. In 2020 January, during a period of significant snowfall, operations were extended to 22 hours per day for a week to ensure that patrons had a warm place to stay during the extreme weather. The three warming centres were scheduled to close on 2020 March 31, however, with the announcement of the COVID-19 pandemic health crisis, operations in some form continued until 2020 June 30.

Changes were made to the warming centre operations in response to COVID-19. The Kensington and Swangard warming centres were closed early due to inadequate space to allow for physical distancing among patrons and staff. Space at the Beresford centre was expanded into the warehouse area for physical distancing purposes and three new warming centres were set up at the Burnaby Lake Arena/Bill Copeland Sports Complex. The Beresford centre closed on 2020 May 31, the Bill Copeland Sport Complex lobby centre closed on 2020 June 01, and the Burnaby Lake Arena centre continued operating until 2020 June 30, with funding from BC Housing.

This report sets out an approach for services for the season ahead.

## 2.0 POLICY CONTEXT

This report aligns with the following goals and sub-goals of the *Corporate Strategic Plan*:

- ***A Safe Community***
  - Emergency preparedness – Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services
  - Community amenity safety – Maintain a high level of safety in City buildings and facilities for the public and City staff
- ***A Connected Community***
  - Partnership – Work collaboratively with businesses, educational institutions, associations, other communities and governments
- ***An Inclusive Community***
  - Serve a diverse community – Ensure City services fully meet the needs of our dynamic community

## 3.0 PROPOSED HOMELESSNESS RESPONSE 2020/2021 SEASON

As for the previous year, the Douglas Shelter and Norland supportive housing will continue to operate. While meant to be an interim measure, the warming centres have continued filling a community need by providing a drop-in style service during the night for those experiencing homelessness. However, the warming centre model is a challenging form of shelter to operate, especially during a pandemic. It is difficult to maintain physical distancing and isolation for those experiencing symptoms or who have contracted the virus. Higher staffing levels must be maintained and PPE must be obtained, leading to higher operating costs. The absence of an intake process within the warming centres makes it difficult to track patrons once they leave the centre in the morning. Therefore, a twenty-four hour shelter, such as that provided in an Emergency Response Centre (ERC) or temporary shelter, is a preferred model. An ERC/temporary shelter is a

To: City Manager  
 From: Director Planning and Building  
 Director Parks, Recreation and Cultural Services  
 Re: Homelessness Response: Winter 2020/2021  
 2020 September 21 ..... Page 3

transitional housing form for those moving to more supportive housing, as provided at the existing Norland facility. The components of the 2020/2021 homelessness response are outlined below, and include a combination of ERC spaces, an increase in supportive housing units and hotel beds to fill gaps that may arise.

### **3.1 Proposed Emergency Response Centre**

Beyond the main goal of providing shelter for those experiencing homelessness during the winter months, there are other benefits to establishing an Emergency Response Centre. Compared to warming centres, the ERC will provide shelter space where patrons can safely socially distance, and isolate should they become ill. Unlike the warming centres, the ERC employs an intake process, which provides for better tracking of patrons. The benefits of tracking are two-fold: should patrons become ill, contact tracing can be more successfully undertaken; and the housing operator is better able to connect patrons to services, supports and long term housing options. The ERC permits patrons to remain in the shelter 24/7, and this would reduce some of the neighbourhood disturbances observed at the warming centres (loitering, litter, etc.), which require patrons to leave during the day. The ERC model is also more cost effective than the warming centres. And ultimately, patrons of the ERC, as opposed to a warming centre, would be more likely to better transition to permanent housing, as they will have connected with the Progressive Housing (the Norland Place and Douglas Shelter operator), health providers and have experience living indoors.

At its 2020 July 6 Council meeting, Council approved the use of a portion of the parking lot at 3860 Sperling Avenue, for the purposes of erecting a temporary shelter until 2020 December 31. The ERC temporary shelter is proposed to be located on a portion of the east parking lot at the Burnaby Lake Sports Complex at 3860 Sperling Avenue. BC Housing would be required to enter into a licence agreement with the City to permit the ERC to occupy a portion of the subject parking lot. Progressive Housing Society is the operator that has been chosen to run the housing. The proposed development would consist of an approximately 7,500 sq. ft. single-storey, temporary modular building. The building would consist of approximately 49 individual rooms and provide shared washroom and shower facilities with the intention of accommodating approximately 45 individuals. The remaining rooms are intended to be used for office space for staff and health supports.

The intent is for the ERC to be operational in October. BC Housing originally proposed a term for the ERC ending on 2020 December 31. Staff supported the proposed term because it would align with the construction schedule for the new Burnaby Lake Aquatic and Arena facility when the parking lot is needed. Since that request was made, BC Housing has now requested that the term of the agreement be extended to 2021 June 30. BC Housing has indicated that it is costly to erect the ERC for a short term and indicated it was not feasible for them to proceed if the term ending remained 2020 December 31. As BC Housing's request still does not conflict with the construction of the Burnaby Lake Aquatic and Arena facility, Council, at its Closed meeting on 2020 September 14, authorized the term of the licence agreement to be extended to 2021 June 30.

To: City Manager  
 From: Director Planning and Building  
 Director Parks, Recreation and Cultural Services  
 Re: Homelessness Response: Winter 2020/2021  
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### **3.2 Additional Supportive Housing Units**

On 2020 July 27, Council received an initial report outlining a proposal for BC Housing to construct an additional 45 units of supportive housing at 3986 Norland Avenue. Staff are working with BC Housing to bring forward a suitable plan of development, and it is anticipated that the units will be constructed by 2021 June. The intention is that the new units would be ready for occupancy at a time when the ERC is scheduled to close, allowing for a transition of ERC patrons to the new supportive housing project.

### **3.3 Hotel Rooms/Isolation Centre**

In the past months, the demand for shelter space has grown, and at the same time the need to socially distance has meant that existing space at the Douglas Shelter and at the warming centres was insufficient. BC Housing secured hotels to accommodate those who needed to be relocated from the Douglas Shelter when its capacity was reduced to maintain physical distancing and to enable sick or immunocompromised people to isolate. The proposed ERC is a welcome resource, however, at 45 beds, it is anticipated that there could still be a potential need for additional beds. If this need emerges, staff will request BC Housing secure hotel space again this winter to meet extra demand.

### **3.4 Planning for Homelessness**

This report presents an approach for the provision of homelessness services for the 2020/2021 winter season (and beyond). In the meantime, staff are now engaging community partners in a process to develop longer term strategies as part of the HOME: Burnaby's Housing and Homelessness Strategy project. These strategies will guide the City's future actions in supporting those experiencing homelessness or who are at risk of homelessness for the next ten years.

Essential to the success of the provision of housing for the homeless is an appropriate level of supports in order to lead people to a pathway out of homelessness. Severe mental illness coupled with addictions and an overdose crisis are challenges faced by many shelter and supportive housing residents, and more supports are needed for these populations. In this regard, to adequately provide the supports needed by these residents, staff wish to work with our partners, BC Housing, Fraser Health Authority and others to ensure an appropriate level of service is available to those who need them. Staff will continue to engage our partners in the provision of these services when opening new facilities, and will seek longer term approaches that marry the provision of housing with appropriate services through the development of HOME: Burnaby's Housing and Homelessness Strategy.

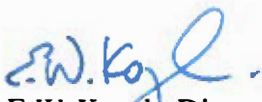
## **4.0 CONCLUSION**

Homelessness services provided during the 2019/2020 season were successful in providing shelter to patrons during the coldest winter months. However, the COVID-19 crisis stretched the housing resources available for those experiencing homelessness, wherein new warming centres were

To: City Manager  
 From: Director Planning and Building  
 Director Parks, Recreation and Cultural Services  
 Re: Homelessness Response: Winter 2020/2021  
 2020 September 21.....Page 5

established mid-season, at considerable cost, and BC Housing provided additional space in hotel beds.

To plan for the 2020/2021 season, it is recommended that the City support BC Housing's request to erect an ERC/temporary shelter until 2021 June 30. The presence of an ERC/temporary shelter will be a more effective service delivery model alternative to the City-operated warming centres, especially in the context of COVID-19, and it is recommended that the City discontinue the operation of the warming centres in the coming season. Finally, it is recommended that BC Housing, Fraser Health Authority, Progressive Housing Society, and the Burnaby Task Force to End Homelessness be advised of the City's approach for the 2020/2021 season, and that a copy of this report be forwarded to the Social Planning Committee and the Public Safety Committee for information.



E.W. Kozak, Director  
 PLANNING AND BUILDING



Dave Ellenwood, Director  
 PARKS, RECREATION AND CULTURAL  
 SERVICES

LG/MM/CS:sa

Copied to: OIC-RCMP  
 Director Public Safety and Community Services  
 Director Corporate Services  
 Director Finance  
 City Solicitor

Fire Chief  
 Acting City Clerk  
 Chief Licence Inspector



Public Safety and Community Services

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## INTER-OFFICE MEMORANDUM

TO:	CHAIR AND MEMBERS PUBLIC SAFETY COMMITTEE	DATE: 2020 November 24
FROM:	DIRECTOR - PUBLIC SAFETY AND COMMUNITY SERVICES	FILE:
SUBJECT: <b>MASS NOTIFICATION SYSTEM (MNS) COMMUNITY SAFETY PLAN INITIATIVE</b>		

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Emergencies place unique demands on communication processes. Hazardous events can impact telecommunications systems, disrupting communications exactly when they are needed most.

Under the Emergency Program Act, City of Burnaby has a statutory duty to notify persons who may be harmed or who may suffer loss as a result of an emergency or impending disaster. The methods used to deliver mass notifications are at the discretion of the City.

An emergency notification system is a collection of methods that facilitate the dissemination or broadcast of messages to residents to inform/alert them of an impending or existing emergency. Effective systems use a number of overlapping communication tools to deliver consistent information so that if one method fails another is likely to succeed.

The Community Safety Plan identified a Mass Notification System initiative under the Emergency Management priority.

### **The MNS Project**

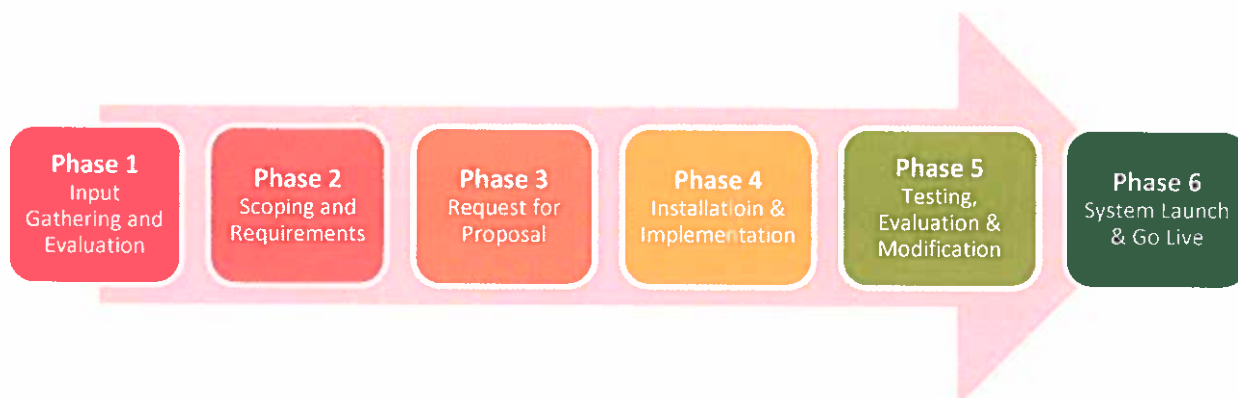
Because of the public's growing reliance on the internet (including the internet-of-things) and cell phone technologies, a mass notification system (MNS) should be able to effectively (time-bound) and efficiently (qualitatively and quantitatively) disseminate messages to the at risk and/or selected populations. It is desired that the MNS integrate with the City's existing technical environments and business activities.

City of Burnaby (CoB) has commenced the Mass Notification System (MNS) project albeit under the shadow of the City's COVID-19 response and service continuity activities. A Mass Notification System Task Force, lead by the Emergency Management Coordinator

**DIRECTOR - PUBLIC SAFETY AND COMMUNITY SERVICES***Subject: Mass Notification System Initiative of the CSP**2020 November 24.....Page 2*

and reporting to the Emergency Planning Committee, was created in February 2020; however, work was suspended from March to late September due to the secondment of staff to the City's Emergency Operations Centre.

The project is being undertaken using an interdisciplinary approach. The approach includes collaboration by all City departments as well as engagement with and inputs from the public. The approach is divided into six phases. This approach will ensure the maximum benefits are realized from the solution that is selected.



The project will include: a system/product; the services needed to implement that system/product; and, the development of internal strategies, triggers, processes, protocols and staff resources

At the present time, we are in Phase 1. To date, interviews with key departmental representatives have been performed and a public engagement survey is currently underway.

Attached therein is a copy of the public engagement mass notification system survey. It is requested that members of the Public Safety Committee provide their input by completing the survey no later than 2020 December 09.

  
 Dave Critchley  
 Director – Public Safety & Community Services

DC:cp

Copied to: Risk Manager  
 Emergency Management Coordinator

Attachment: Mass Notification Survey

## Mass Notification System Survey

Emergencies and disasters place unique demands on communication processes that are often significantly different than the demands of routine, non-emergency circumstances. Emergencies often include escalating and evolving events that require flexibility from communication processes.

Under the Emergency Program Act, the City has a statutory duty to notify persons who may be harmed or who may suffer loss as a result of an emergency or impending disaster. The methods currently used by the City are varied and overlapping so that if one method fails another is likely to succeed.

Considering the broad range of hazards that might impact Burnaby and the diversity of residents, businesses, visitors and commuters who could be within the city at any given time, adding a local mass electronic notification system to the City's emergency management communications toolkit has been identified as an Emergency Management initiative of the City's Community Safety Plan. [Click here to read the Community Safety Plan.](#)

### Let Us Know What You Think!

The City of Burnaby is considering implementing a mass electronic notification system that would be used to communicate Burnaby-specific information. This mass electronic notification system is intended to communicate emergency and disaster information and will complement or work in conjunction with existing federal (AlertReady) and provincial (BC Emergency Alerting System) mass notification systems. In addition, the system could communicate information about other City programs and services.

Your responses will help us form system-specific criteria or requirements in our Request for Proposal to mass notification system vendors.

*This survey is administered by the City of Burnaby. Personal information collected and used for the purpose of receiving information regarding a mass notification system will be managed in accordance with s. 26 (c) of the Freedom of Information and Protection of Privacy Act. All personal information collected through this survey will remain confidential and de-identified when shared with the public. For questions regarding the collection of Personal Information and receipt of electronic messages please contact: Corporate Communications & Marketing at [communications@burnaby.ca](mailto:communications@burnaby.ca).*



**1. TELL US A LITTLE BIT ABOUT YOURSELF.*****Please indicate your age group.***

- ☐ Under 18 years
- ☐ 18 to 24 years
- ☐ 25 to 34 years
- ☐ 35 to 44 years
- ☐ 45 to 54 years
- ☐ 55 to 64 years
- ☐ 65 year and older
- ☐ Prefer not to answer

***What language is primarily spoken in your home?***

- ☐ English
- ☐ French
- ☐ Mandarin
- ☐ Cantonese
- ☐ Korean
- ☐ Punjabi
- ☐ Tagalog
- ☐ Other (please specify): \_\_\_\_\_
- ☐ Prefer not to answer

***What do you do in Burnaby? (Select all that apply):***

- ☐ Live in Burnaby
- ☐ Work in Burnaby
- ☐ Attend school in in Burnaby.
- ☐ Access shopping, recreation, sport or entertainment in Burnaby
- ☐ Other (please specify): \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- ☐ None of the above

---

**2. WHAT KIND OF INFORMATION WOULD YOU LIKE TO RECEIVE FROM THE CITY THROUGH A MASS NOTIFICATION SYSTEM? *Select all that apply.***

*NOTE: When a mass notification system is implemented, test messages may be issued for either public awareness or technical testing purposes. It will not be possible to opt out of receiving this message type.*

- ☐ Civic meeting messages  
*Council and Committee meetings; Public Hearings, etc.*
- ☐ City Information  
*Surveys; career postings; upcoming events and activities, seasonal watering restriction information; educational information such as fire prevention, emergency preparedness; etc.*
- ☐ City Payment Reminders  
*Property tax payment or utility payment deadlines; licence renewals; library loan return dates; etc.*
- ☐ Notices  
*Program cancellations; facility or park closures; planned or scheduled water or sewer service disruptions; online service outages; etc.*
- ☐ Advisories  
*Garbage and recycling pick-up schedule change; planned water or sewer service disruption; boil water advisory; etc.*
- ☐ Alerts  
*Major emergency incidents; personal protective actions like Shelter-in-Place; voluntary evacuation; Amber Alerts; unplanned water or sewer outages; etc.*
- ☐ Orders  
*Mandatory evacuation*
- ☐ Other (please specify): \_\_\_\_\_

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**3. HOW WOULD YOU WANT TO RECEIVE MESSAGES FROM THE CITY THAT ARE SENT USING A MASS NOTIFICATION SYSTEM? *Select all that apply.***

- ☐ Voice (telephone call)
  - ☐ Email
  - ☐ Text (SMS)
  - ☐ Mobile App Push Notification
  - ☐ Social Media Post (limited to Facebook or Twitter)
  - ☐ Other (please describe): \_\_\_\_\_
-

**4. PLEASE SHARE ANY ADDITIONAL COMMENTS YOU MAY HAVE REGARDING THE CITY ADDING A MASS ELECTRONIC NOTIFICATION SYSTEM AS A COMMUNICATIONS TOOL.**

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**Please complete the survey no later than 2020 December 09.**

Completed surveys may be returned in one of three ways.

Dropped off in person to: Dave Critchley  
Director Public Safety & Community Services

Scan and emailed to: [getprepared@burnaby.ca](mailto:getprepared@burnaby.ca)

Sent by mail to: City of Burnaby  
Attention Emergency Management  
4949 Canada Way  
Burnaby, BC V5G 1M2

**Thank you for completing the survey.**



Meeting 2020 Nov 25

## COMMITTEE REPORT

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**TO:** CHAIR AND MEMBERS PUBLIC SAFETY COMMITTEE **DATE:** 2020 November 16

**FROM:** DIRECTOR ENGINEERING **FILE:** 33000-15

**SUBJECT:** 2020 ANTI-GRAFFITI PROGRAM UPDATE

**PURPOSE:** To provide a progress report on the Anti-Graffiti Program.

---

**RECOMMENDATION:**

1. **THAT** the Public Safety Committee receive this report and forward it to Council for information.

**REPORT****INTRODUCTION**

The Anti-Graffiti Program was developed by the Mayor's Task Force on Graffiti and adopted by Council in 2007 February. This program continues to this day through the efforts of the Anti-Graffiti Program Coordinator. This report highlights some of the current work progress within the last two years.

**POLICY SECTION**

The Anti-Graffiti Program is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the Plan.

**Goal**

- A Safe Community
  - Crime prevention and reduction –  
Ensure citizens and businesses feel safe in our community
- A Connected Community
  - Partnership –  
Work collaboratively with businesses, educational institutions, associations, other communities and governments

To: Chair and Members Public Safety Committee  
 From: Director Engineering  
 Re: 2020 Anti-Graffiti Program Update  
 2020 November 16.....Page 2

- A Healthy Community
  - Community involvement –  
 Encourage residents and businesses to give back to and invest in the community

## 1.0 OVERVIEW

Over the last 2 years the Anti-Graffiti Program has worked to reduce the amount of graffiti in Burnaby as well as reduce the time it takes to remove new graffiti. This strategy leverages key community partners, public reporting and the use of technology to help identify and prioritize graffiti incidents. This approach has led to reported graffiti being removed from all municipal property within a week on average and 2 weeks for other locations. In contrast to some other municipalities, graffiti in Burnaby has significantly declined in the last five years from approximately 657 recorded incidents in 2016 to 170 incidents in 2019. This is due to the sustained initiatives from the Anti-Graffiti Program. Unfortunately, 2020 has seen an extraordinary increase in new graffiti (more than the previous three years in total) likely attributable to the pandemic. Fortunately, the program has achieved a 90% removal rate in 2020, meaning that almost all new graffiti is being removed within 2 weeks.

### Graffiti Incidents

	2016	2017	2018	2019	2020
Reported	657	413	414	170	1182

(2020 data is current to November 01)

## 2.0 IDENTIFICATION AND ERADICATION

A significant component to the recent success of Burnaby's Graffiti Program is the ability to quickly identify and prioritize graffiti for removal.

These include:

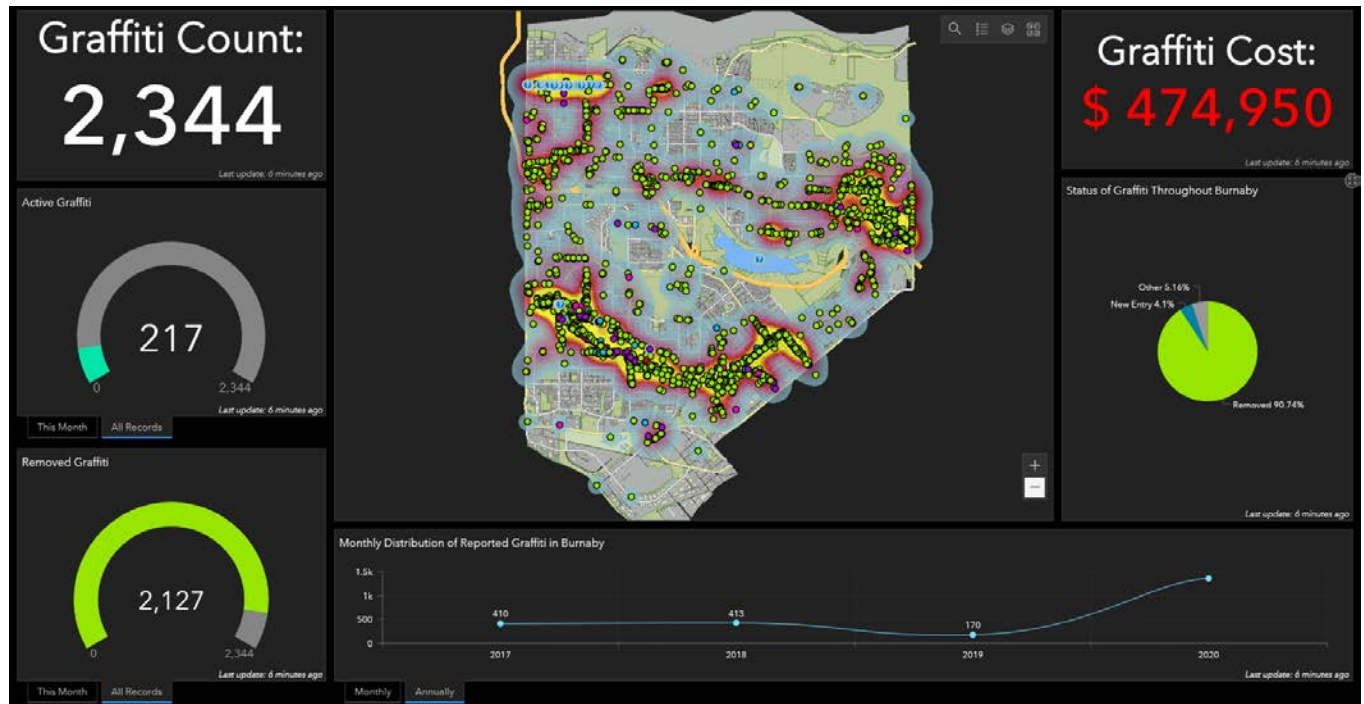
- Identification of areas of highest graffiti activity. These areas are then closely monitored and targeted with rapid graffiti removal protocols.
- Identification of prolific taggers. These individuals not only cause the most damage, but have the greatest influence on the graffiti subculture. Therefore their work is prioritized and rapidly removed, reducing the reward for the vandal and discouraging other vandals. This has helped to reduce the activities of prolific taggers in Burnaby, relative to other areas.

To: Chair and Members Public Safety Committee  
 From: Director Engineering  
 Re: 2020 Anti-Graffiti Program Update  
 2020 November 16.....Page 3

- Identification of trending graffiti themes based on type, style or political message. These types of graffiti would then be prioritized to prevent proliferation.

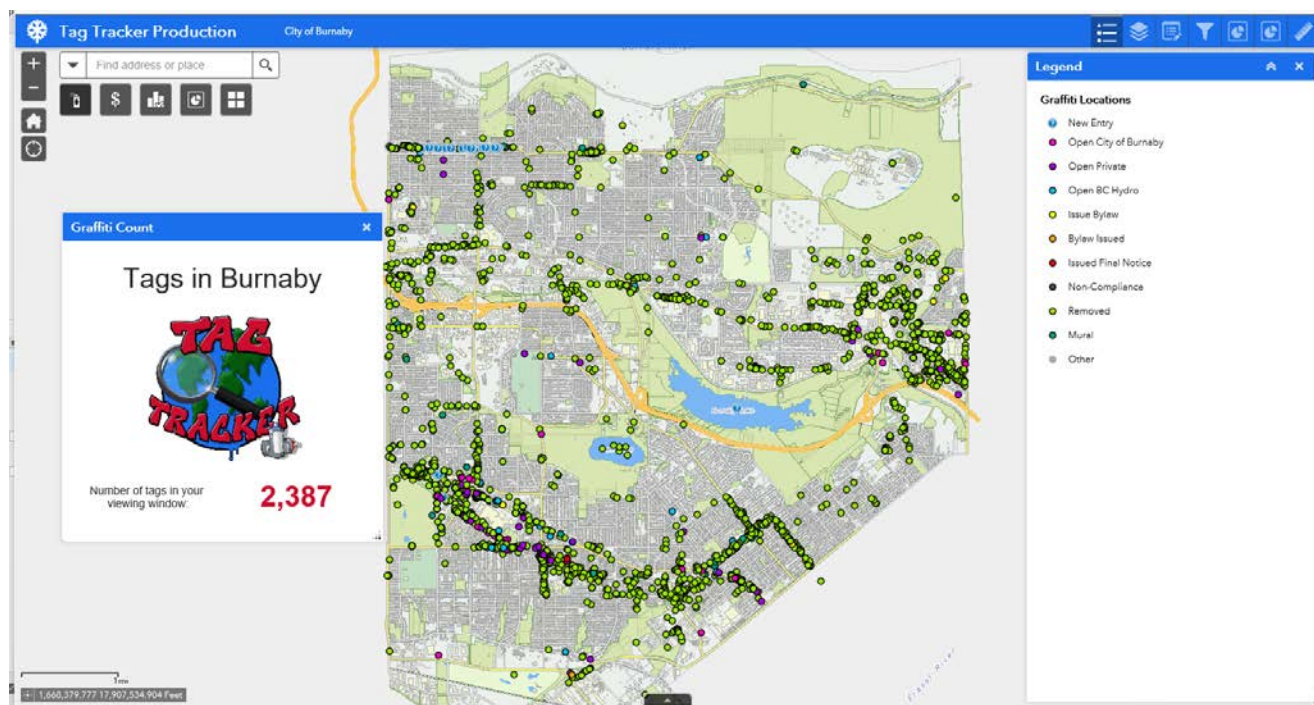
The use of technology has been instrumental in identifying and prioritizing graffiti incidents. In collaboration with the City's GIS team, a map based program has been developed to allow for accurate and easy recording and tracking of graffiti incidents in the field in real time. The collected data, along with photographic evidence, is then mined for useful information. The program has increased the efficiency of graffiti reporting and removal, tracking of graffiti patterns, profiling of prolific vandals, monitoring for bylaw compliance, and coordination of resources. Most recently, this has enabled the removal of the majority of reported graffiti within 48 hours and all within two weeks.

A sample of some of the information available from the program's dashboard is shown below:



Dashboard showing graffiti statistics from 2017 to current date.

To: Chair and Members Public Safety Committee  
 From: Director Engineering  
 Re: 2020 Anti-Graffiti Program Update  
 2020 November 16.....Page 4



Dashboard showing location of all graffiti related activities

### 3.0 PARTNERSHIPS

The Anti-Graffiti Program has facilitated the development of two new partnerships which have been instrumental in the removal and prevention of graffiti on third party assets within the City.

After longstanding struggles with the removal of graffiti from BC Hydro assets, the City has facilitated an agreement between BC Hydro and Pacific Assistance Dogs Society (PADS), a local non-profit organization. The agreement has PADS volunteers remove graffiti from BC Hydro power poles and street box assets in exchange for BC Hydro funding to help PADS raise and train certified assistance dogs. This has resulted in approximately 350 BC Hydro assets being cleaned of graffiti in 2020 to date.

In 2019 a new partnership was established with Telus to wrap their newly installed street box assets on City boulevards with anti-graffiti decorative vinyl. Telus contributed \$55,000 to the Anti-Graffiti Program to help offset the cost of wrapping 80 boxes in 2020, and approximately 40 additional boxes in 2021. This partnership included the participation of secondary school students to help create the art work. This then provided the opportunity to educate students about the impact of graffiti on society, and how a positive social contribution can be made through legal art. Samples of the art work created and used are shown below.



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From: Director Engineering  
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#### 4.0 PREVENTION

Burnaby's mural program continues to be a pillar of graffiti prevention. The creation of street wall murals provides an effective graffiti prevention strategy while beautifying communities. In 2020 the program helped to support the creation of murals at 4 high graffiti locations. These are shown in the photos below.



Mural at 2150 Alpha Avenue (2020)



To: Chair and Members Public Safety Committee  
From: Director Engineering  
Re: 2020 Anti-Graffiti Program Update  
2020 November 16.....Page 6



Mural at 7513 Edmonds Street (2020)



Mural at 5575 Short Street (2020)

To: Chair and Members Public Safety Committee  
 From: Director Engineering  
 Re: 2020 Anti-Graffiti Program Update  
 2020 November 16.....Page 7



Mural at 4000 Hastings Street (2020)

## 5.0 FUTURE INITIATIVES

The development of a public art walk along Beresford Street between Metrotown and Royal Oak Skytrain is proposed in 2021 and the proposed program will be presented in a future report for Council approval. The public art walk is intended to increase the visibility and safety of the Beresford walking path while creating an attraction to the South Burnaby community. Subject to Council's endorsement of the program, a neighbourhood consultation process will be undertaken to seek public feedback and comment. The Anti-Graffiti Program Coordinator was instrumental in its conception and will continue to provide creative inspiration and practical solutions to provide such things as increased lighting and interactive public art.

Opportunities to further engage youth in the Anti-Graffiti Program will also be explored in 2021. This would include graffiti reporting, graffiti removal, and participation in the mural program. There is promising potential to prevent youth from engaging in illegal graffiti with the introduction of a mentorship program in public art.

Another goal in 2021 is to strengthen the partnership with the RCMP to increase education and communication with youth in the school system, implement restorative justice programs to help rehabilitate youth, and support the investigation and potential prosecution of prolific vandals.

To: *Chair and Members Public Safety Committee*  
From: *Director Engineering*  
Re: *2020 Anti-Graffiti Program Update*  
2020 November 16.....Page 8

This report is provided for information.



Leon A. Gous, P.Eng., MBA  
DIRECTOR ENGINEERING

TWP/DL/ac

Copied to: City Manager  
Director of Public Safety and Community Services  
RCMP – OIC Burnaby Detachment – Deanne Burleigh  
Director of Planning and Building  
Director Parks, Recreation and Cultural Services

November 2020

Public Safety Committee Report from District 2

Presented by Giles Cheng

Prepared By Aki Ediriweera

CPAC meetings have been continuing via Zoom. We are grateful for having the opportunity to meet virtually, however it would be great if we could have City Staff and RCMP members present during meetings.

Suraci's trail, close to the Burnaby golf course, is not being well maintained. Lots of traffic in the area but there is no curb cut for the trail or cross walk connecting the trail that continues across the street, posing a major accessibility issue.

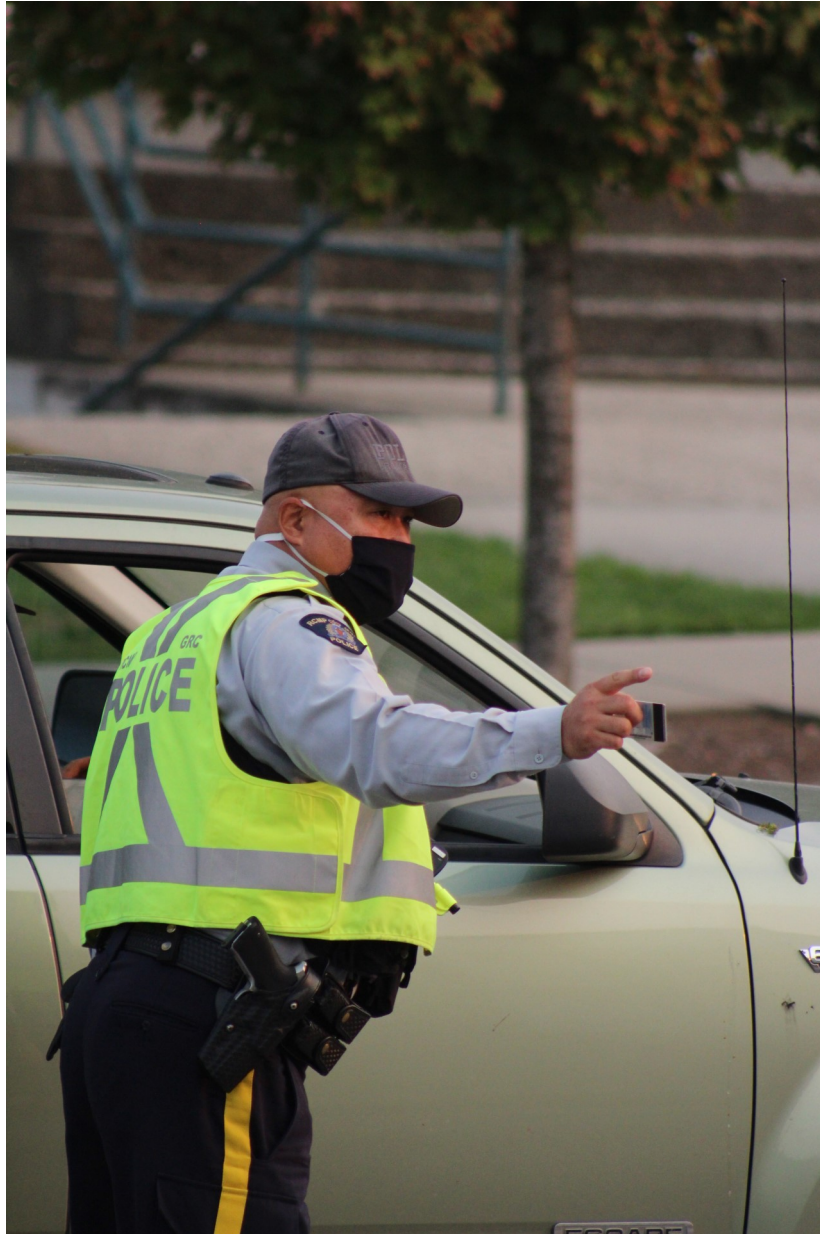
Drug activity has been reported behind the BIA office. Further, the BIA received an award in conjunction with the massive help of the RCMP.



# BURNABY RCMP PUBLIC SAFETY REPORT

*Partners for a Safe Community*

AUG/SEPT 2020



## Distracted Driving Enforcement



# Message from the Chief



If there is one word that summarizes the work shown throughout this report it is “proactive.”

Our Traffic Services officers have increased cell phone and commercial vehicle enforcement through August and September. These officers have also been responding to a number of complaints from citizens in our City, particularly issues of speeding drivers on the roads approaching SFU and also drivers speeding through playground zones and school zones in Forest Grove. The enforcement initiatives carried out at these locations have been very effective and I would like to thank the members of our community who brought concerns forward to us.

Our Bike Section officers have been focusing much of their time in the Metrotown area and also along the Kingsway corridor. In doing so they have arrested a number of individuals who were either wanted on warrants or were breaching conditions of their release. Our Bike Section officers have also been patrolling trails and parks through the summer months.

Community Response Team officers have been disrupting drug traffickers as they have attempted to deal drugs through our community. These officers are consistently using their intuition and knowledge of Burnaby in order to locate these drug traffickers and disrupt their activity in our City. CRT officers have also been working on high visibility patrols through locations and businesses in our City where we have recently seen serious, violent incidents occurring.

An extensive three-year investigation led by our Child Abuse and Sexual Offences Unit came to a conclusion in September. A 37-year-old Burnaby man was arrested and charged with possession and distribution of child pornography. These are tough investigations for our officers and I am proud of the diligent investigation work that resulted in these serious charges being laid. Further information on this investigation can be found in the report.

Finally, as we continue to work our way through the pandemic I want to assure Burnaby residents that we are doing everything we can to keep our workforce healthy. We have implemented mandatory mask wearing around our detachment and are following provincial health orders as they are being updated.

If you enter any of our Community Police Offices (CPO) or main detachment I ask that you adhere to the physical distancing and mask wearing guidance in the lobbies.

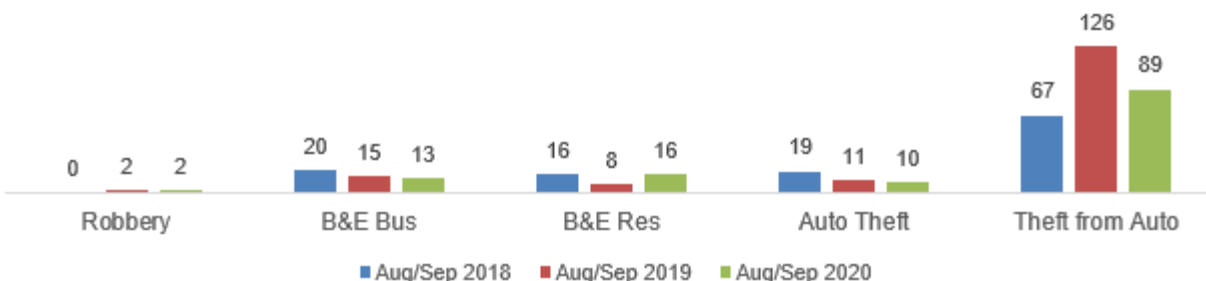
Thank you as always for the kind messages that you have sent recently to our CPOs and detachment, we really appreciate them.

**Chief Superintendent Deanne Burleigh**  
**Officer-in-Charge, Burnaby Detachment**

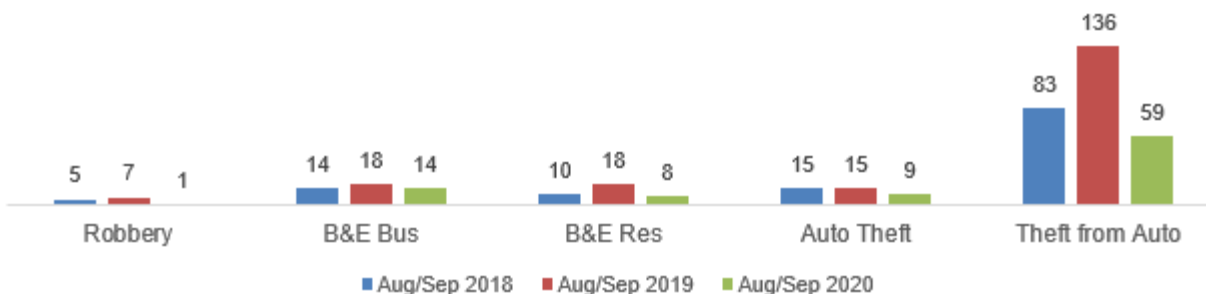


# Crime Reduction Stats Over 3 Years

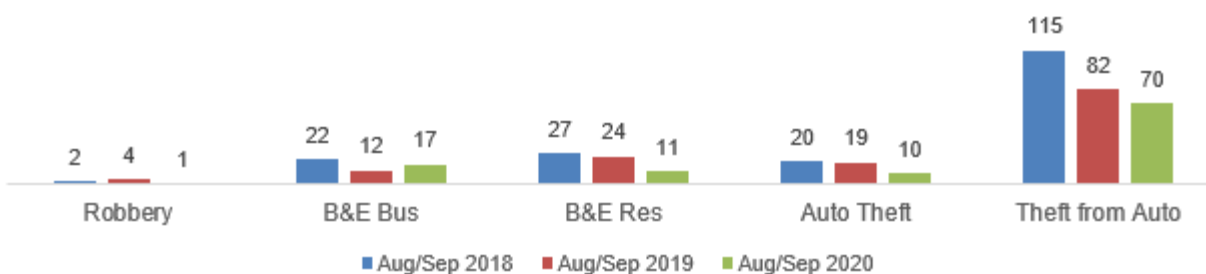
## D1 Monitored Crime Types By Month



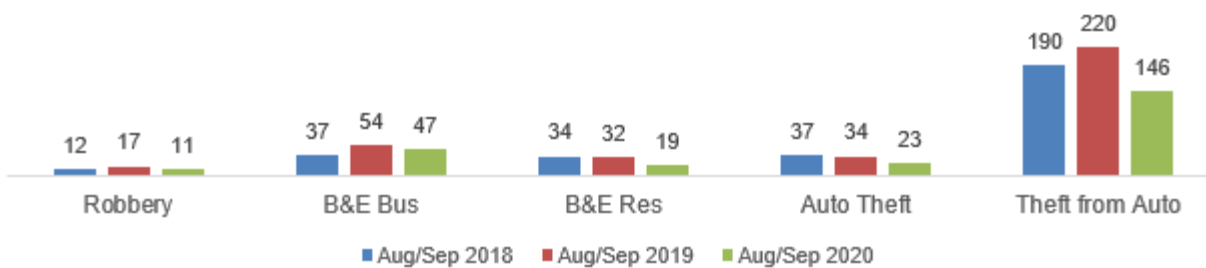
## D2 Monitored Crime Types By Month



## D3 Monitored Crime Types By Month



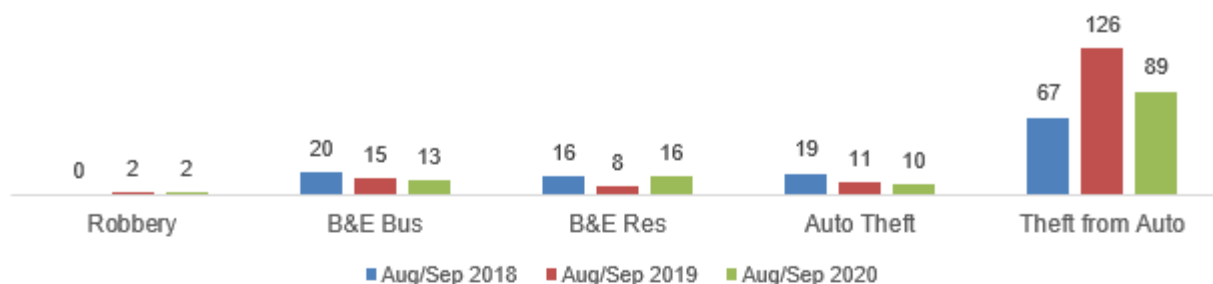
## D4 Monitored Crime Types By Month



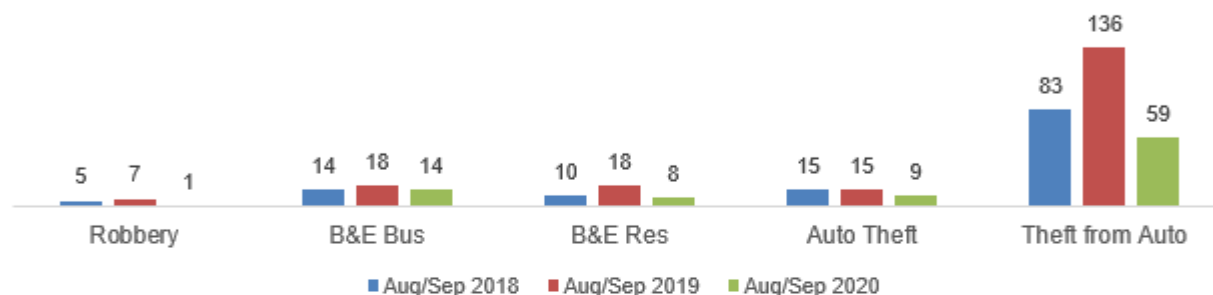


# Crime Reduction Stats by Month

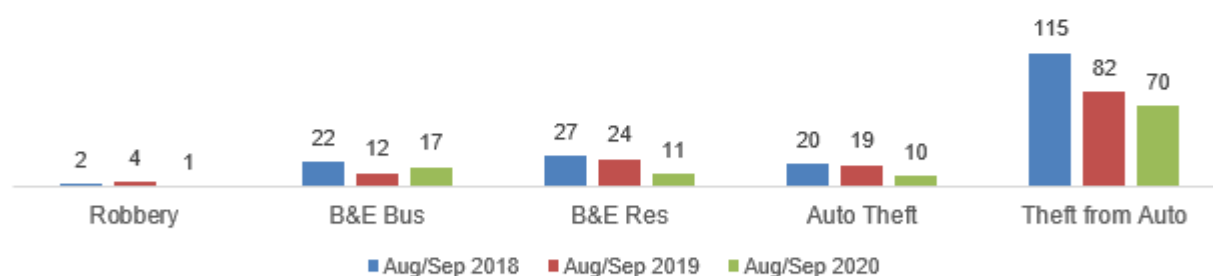
## D1 Monitored Crime Types By Month



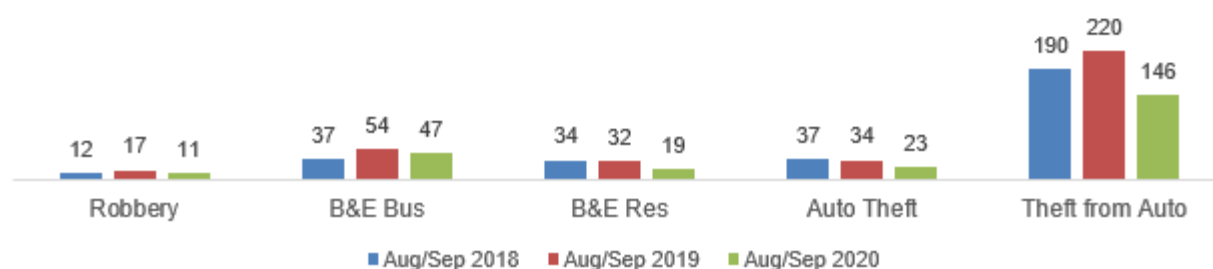
## D2 Monitored Crime Types By Month



## D3 Monitored Crime Types By Month

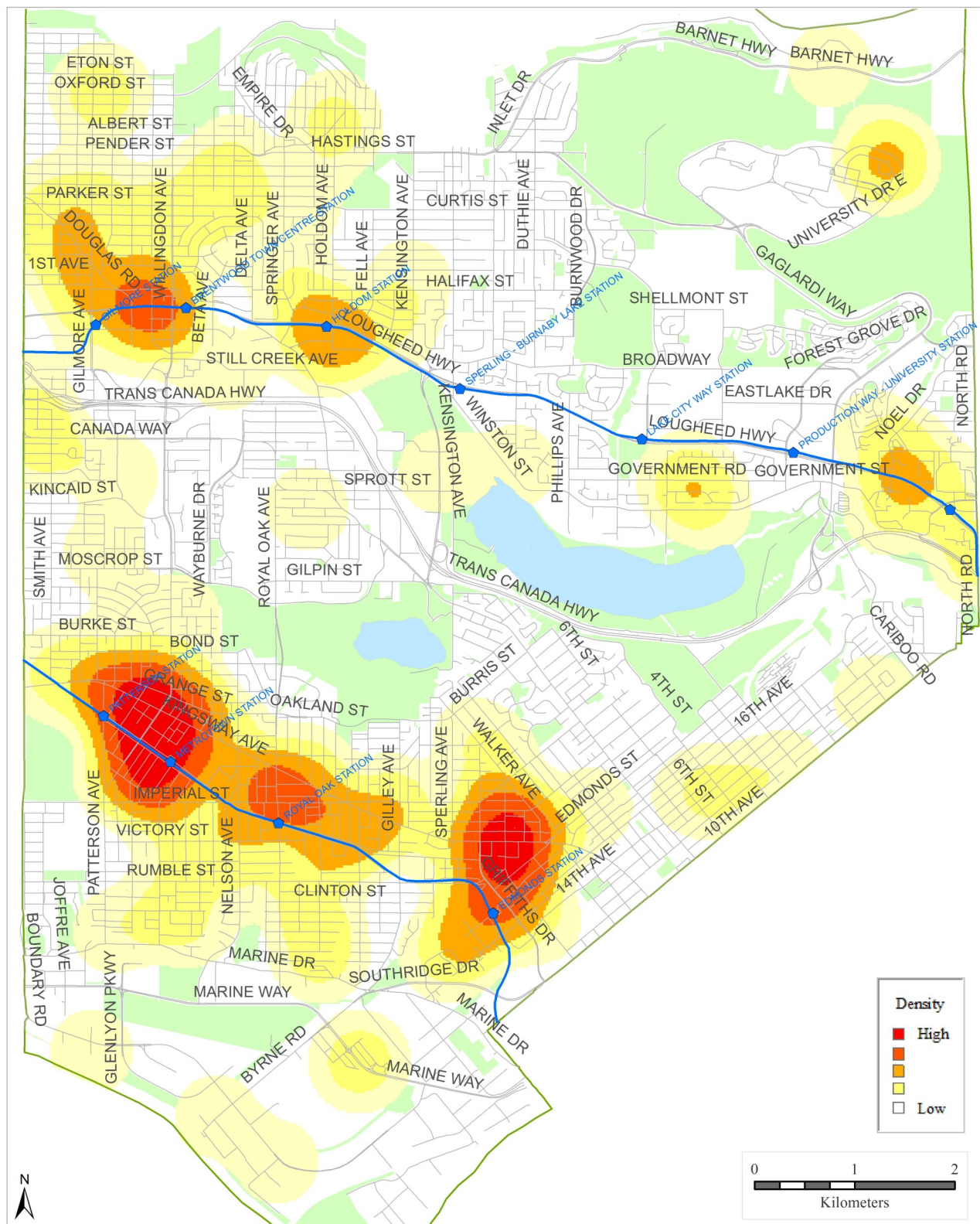


## D4 Monitored Crime Types By Month

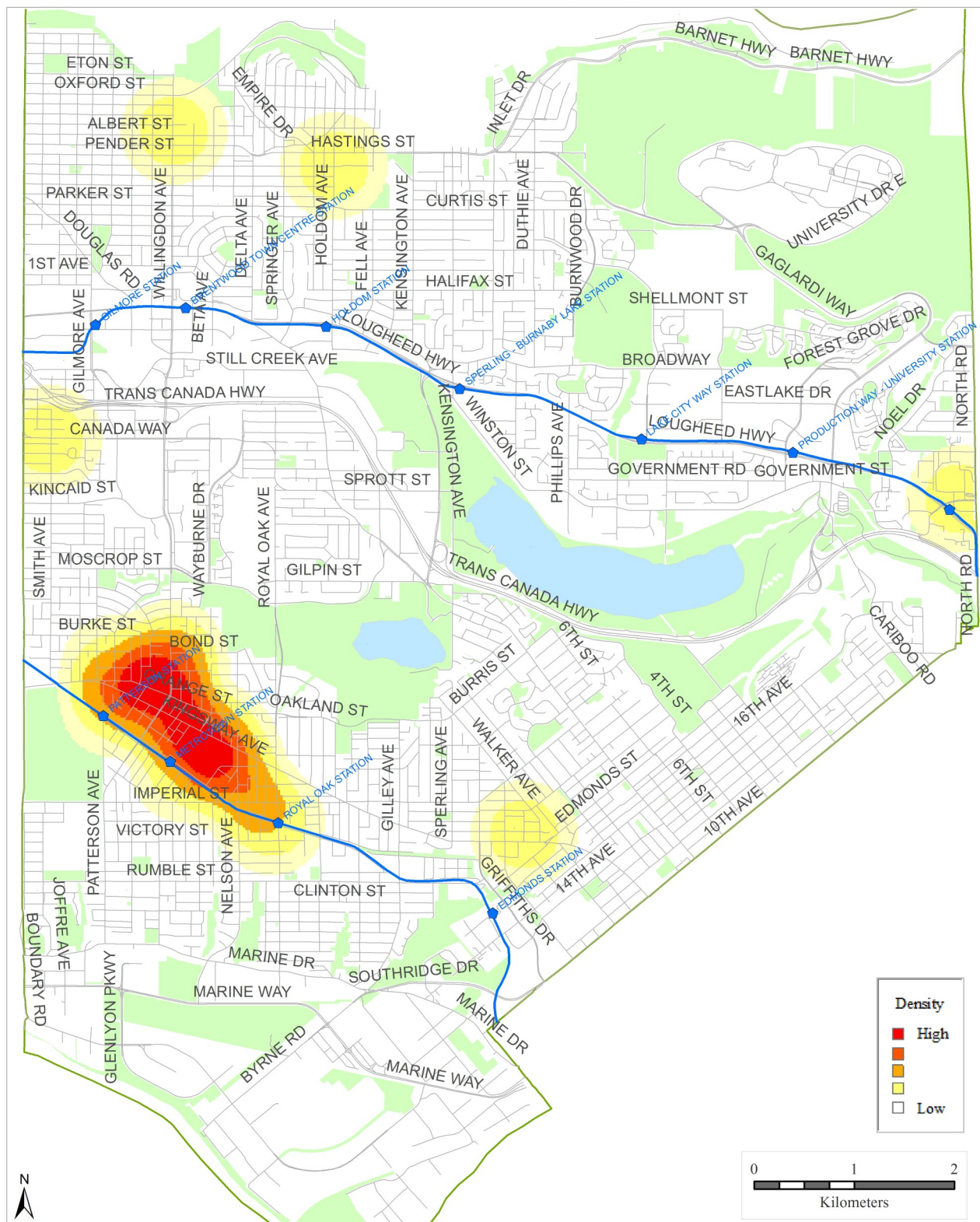




**Aug 1 to Sep 30, 2020**  
**Break & Enter Density Map**

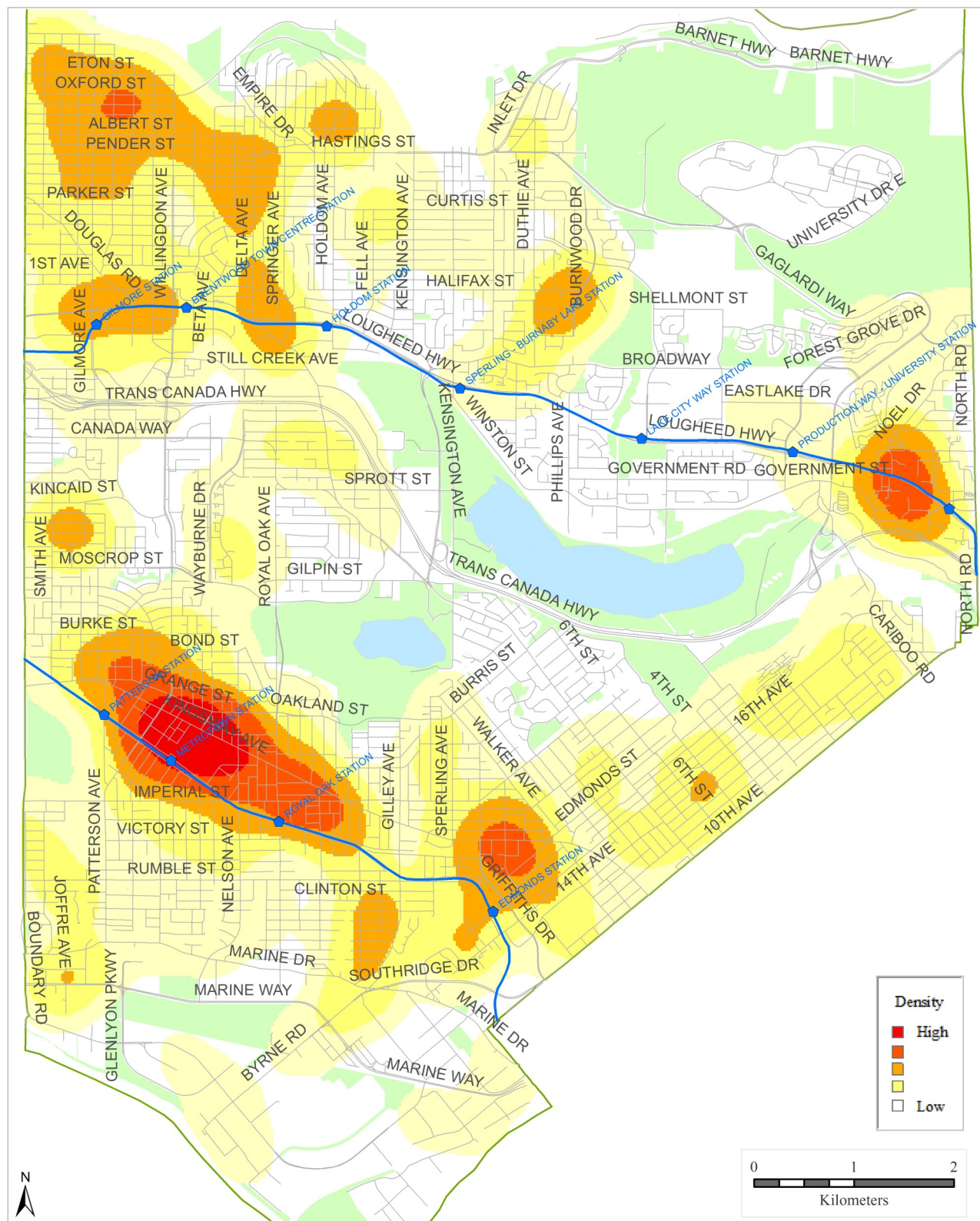


## Aug 1 to Sep 30, 2020 Robbery Density Map





**Aug 1 to Sep 30, 2020**  
**Auto Crimes Density Map**





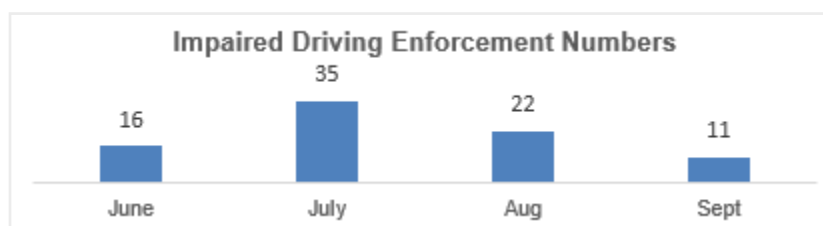
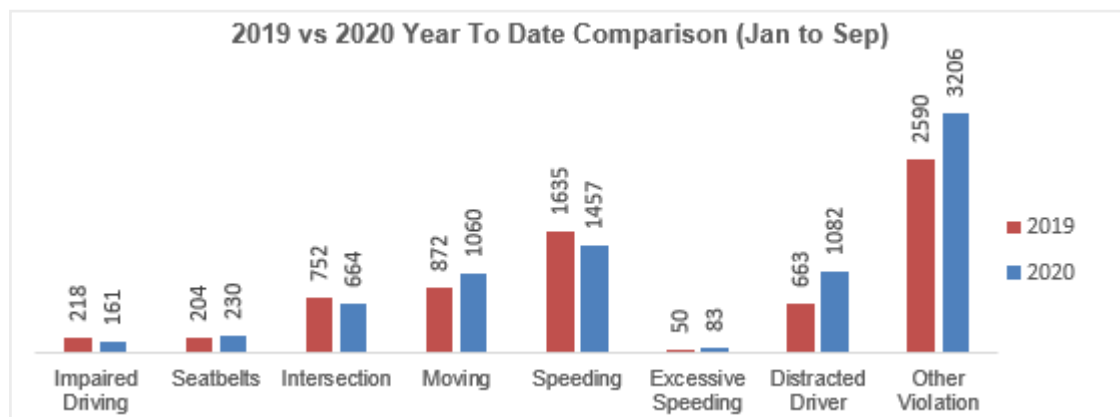
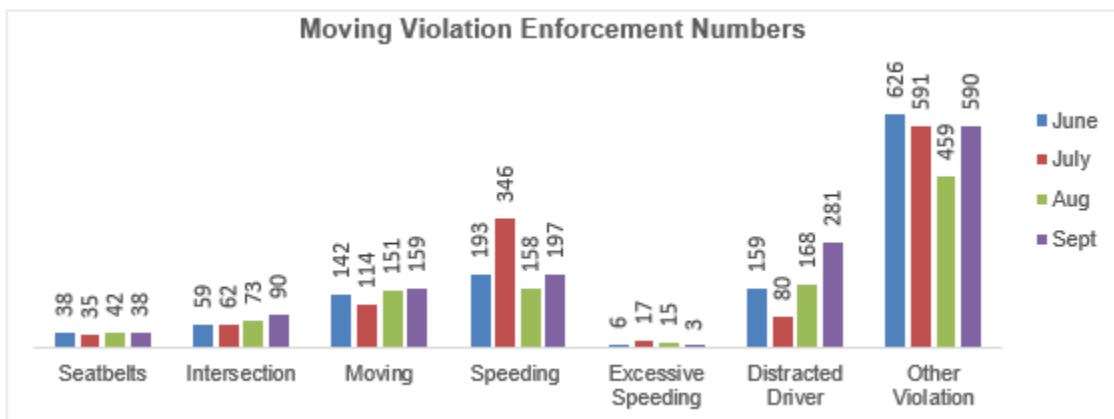
# Traffic Services Statistics

Traffic Section conducted Commercial Motor Vehicle (CMV) enforcement in August and September in Burnaby. In September, joint initiatives were conducted with Vancouver, New Westminster, Port Moody, Coquitlam, BNSF Railway Police, Surrey Bylaws and the Passenger Transportation Branch. In total for August and September, 152 commercial vehicles were checked, 346 violations were identified and 86 commercial vehicles were removed from the roads.

Traffic section members also conducted several initiatives throughout August and September in support of the Detachment Strategic Plan and the Annual Performance plan including distracted driving and pedestrian enforcement.

## Statistics

During the months of August and September, 216 collisions were investigated by Frontline and Traffic Services officers. 43 involved non life-threatening injuries and there were no fatalities.



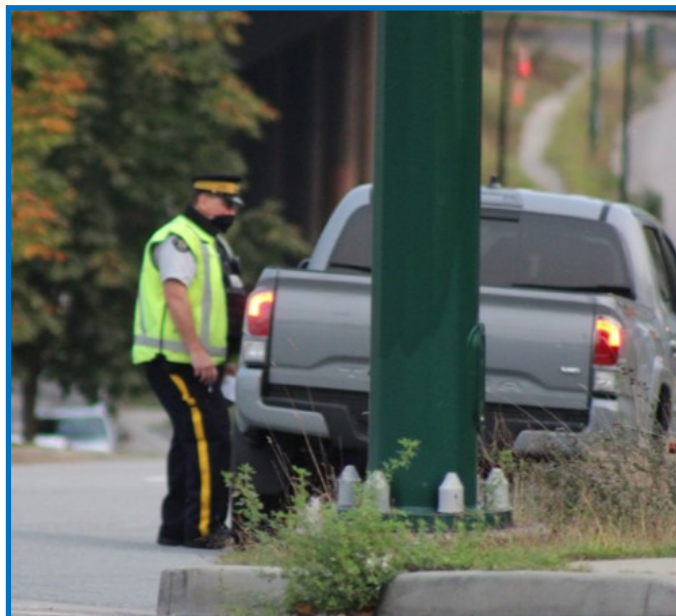


# Traffic Services

## Distracted Driving Enforcement

In August and September, Traffic Services officers conducted a number of cell phone enforcement initiatives around the City including:

- Willingdon Avenue - 24 drivers ticketed for cell phone use
- Grandview highway – 36 drivers ticketed for cell phone use over two separate enforcement initiatives
- Boundary Road and Kingsway Avenue – 14 drivers ticketed for cell phone use over two separate enforcement initiatives
- Kingsway Avenue and Willingdon Avenue – 27 drivers ticketed for cell phone use over two separate enforcement initiatives
- Lougheed and Willingdon Avenue – six drivers ticketed for cell phone use



Through August and September, Burnaby Traffic Services officers incorporated a multi-faceted approach to their enforcement efforts by utilizing static and roving patrols, setting up in high frequency collision areas and known high offender areas. They also performed some public education via high visibility enforcement and hosted several multi-agency distracted driving operations.

Traffic Section also continued with many Commercial Vehicle Enforcement initiatives, many of which were done in conjunction with other police agencies in the Lower Mainland. These initiatives resulted in roughly half of all commercial vehicles inspected through the two months being taken off the road due to safety concerns.







## Traffic Services

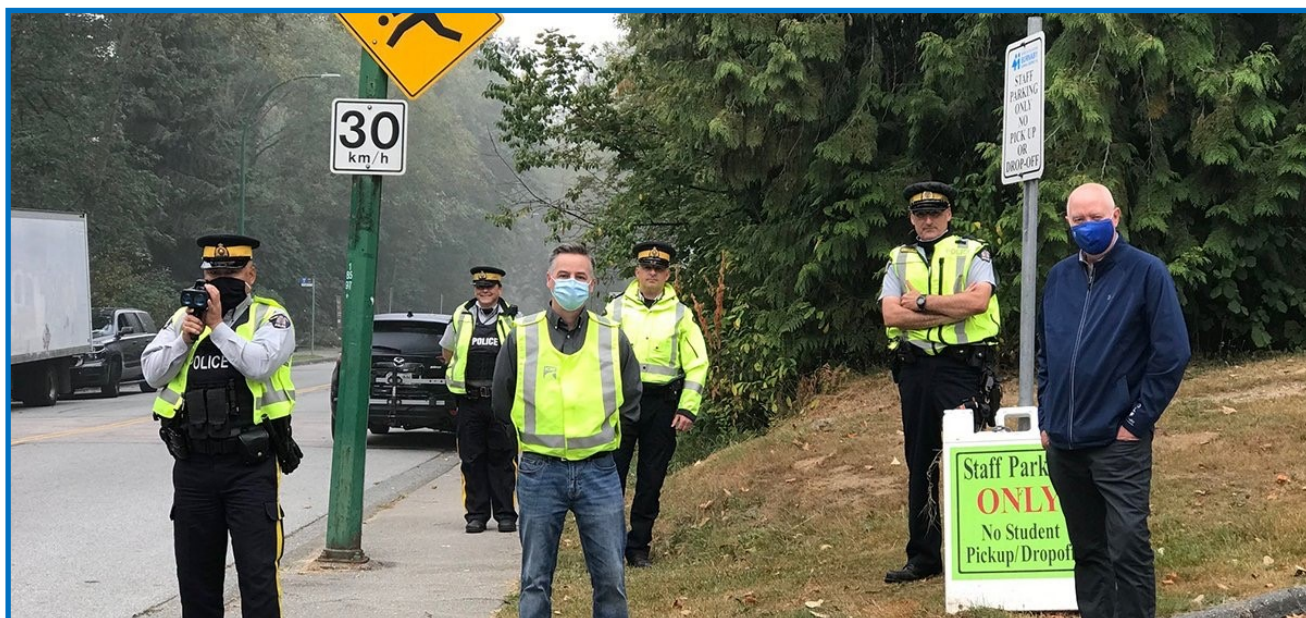
### Responding to complaints

Traffic Services officers regularly respond to complaints from our community in relation to traffic issues in the City. In August and September, Traffic Services officers conducted enforcement in the following areas in response to complaints;

Roads into and out of SFU – Traffic Services officers were made aware of speed issues and areas where drivers were cutting across bicycle lanes. During enforcement, nine drivers were ticketed for speeding, including two for excessive speed and two distracted drivers were ticketed.



In the 8400-block of Forest Grove Drive, Traffic Services officers were made aware of speeding through playground and school zones. During enforcement in August and through September, 34 drivers were ticketed for speeding and eight others were ticketed for various offences including one person who was found to be driving while impaired.





# Investigative Services

## Child Abuse and Sexual Offences Unit (CASO)

In September, after an extensive three-year investigation led by Burnaby RCMP's Child Abuse and Sexual Offences Unit (CASO), 37-year-old Burnaby man, Michael Grondine (also known as Michael Grondines) was charged with possession and distribution of child pornography.

In September 2017, Burnaby RCMP was contacted by the National Centre for Missing and Exploited Children and made aware that images and videos of child sexual abuse had been uploaded by an individual in Burnaby. Throughout 2018 and 2019, police investigated a number of similar reports which were allegedly linked to the same individual.

Through investigation of this information, police identified a suspect living at a residence in Burnaby and over the last year have executed warrants and seized a number of electronic devices as part of the investigation.

The investigation was forwarded to the BC Prosecution Service in July 2019 for consideration of charges which were approved in late August of this year.

This was a tough investigation for our officers and it was their diligent investigative work that resulted in serious charges being laid.

## Strike Force

In March, Burnaby RCMP's Strike Force Unit began investigating a break and enter to a business which resulted in thousands of dollars worth of phones being stolen. As the investigation progressed, Burnaby Strike Force identified a well known property offender as a suspect.

Throughout the last few months, Strike Force continued to investigate in an operation which also included Coquitlam RCMP and Surrey RCMP. This investigation led to the suspect being arrested.

Charges have been recommended against the suspect.







# Community Programs

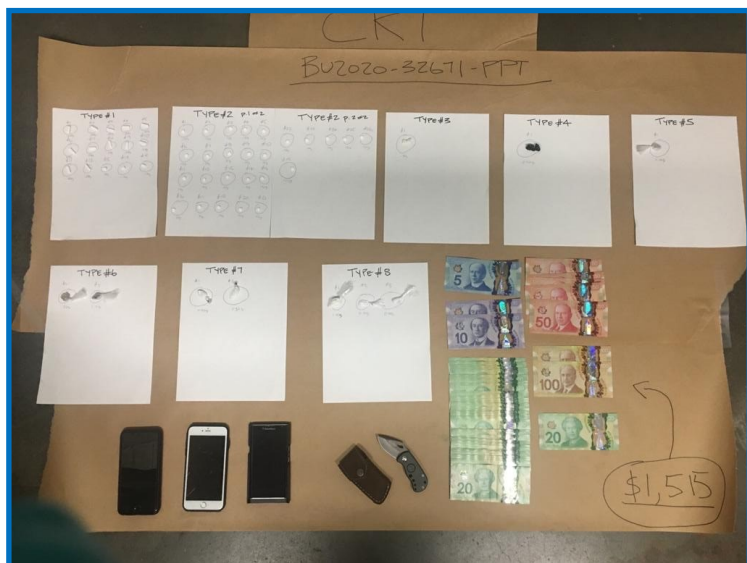
## Community Response Team (CRT)

Through August, Burnaby RCMP's Community Response Team stepped up patrols through Hookah Lounges, restaurants and bars in the City. This was done in response to an increase in violent crime occurring in and around these types of establishments during the summer.

CRT has also been engaged in proactive enforcement targeting known gang members in the City of Burnaby. This enforcement continues to be successful in disrupting crime.



Additionally, CRT officers had a lot of success in August and September in intercepting and taking dangerous drugs off our streets.



In early August, after witnessing activity consistent with drug trafficking, CRT officers stopped a vehicle on Norland Avenue. Upon speaking with the driver and searching the vehicle, police located large bags of psilocybin mushrooms, an iPhone and just under \$18,000 in cash. Charges are being recommended by police.

The next day, while conducting proactive patrols in the area of Canada Way and Wayburne Drive, police again witnessed drug trafficking activity which led to them stopping a vehicle. Cocaine, heroin and suspected fentanyl, along with \$1500 cash was located in the vehicle.





# Community Programs

## Burnaby Bike Section

Through August and September, Burnaby Bike Section continued pro-active community patrols through crime hotspots in the City. Much of their time has been dedicated to the Metrotown area, the Kingsway corridor and also to parks and trails around the City.

Due to the proactive nature of their work, Burnaby Bike officers often locate a number of people who are either wanted on a warrant or are breaching conditions of their release. This continued into August and September and included investigations such as:

In mid-August, Bike Section officers observed a man and woman stopping people and acting aggressively toward them near the north entrance of Metrotown mall. After identifying both people, officers learned that the man was breaching conditions as he was to have no contact with the woman who had also been stopped. The man was arrested and charges are being recommended.



While conducting patrols in parking lots in the Metrotown area, bike section officers stopped a man who was riding a bike without a helmet. The man was stopped so that police could speak with him about the importance of wearing a helmet. Upon learning of the man's name, officers learned that he had conditions to not be in possession of bicycles. The man was arrested and charges are being recommended.

Again, in late August, after stopping a man who was riding a bicycle without a helmet, police observed what appeared to be tools in the man's possession. After identifying the man, bike section officers learned that he had conditions to not be in possession of tools. The man was arrested and a further search located additional tools.

While on patrols near the Patterson Skytrain Station, Burnaby Bike Section officers observed a woman who was in clear possession of drug paraphernalia. The woman was arrested and when identified, police learned that she had a total of five outstanding arrest warrants from Burnaby, Surrey, Coquitlam and Ridge Meadows.



# Community Programs

## Burnaby Youth Section

Due to the ongoing pandemic and restrictions on attending schools, Youth Officers have adjusted how they are continuing to engage with young people at schools and around our City.

Despite all the restrictions preventing pro-active activities at schools, Youth Officers were available to support school staff and students, both on school grounds and outside, whenever required at the start of the school year. This is being done on a continuous basis and Youth Section officers are working on new ways to engage young people through presentations on various topics, to ensure their safety and security.

In addition, Youth Section members took every opportunity to engage youths in their communities. Below are some of the examples where Youth Officers worked with community partners to engage at risk youth:

- On September 16, 2020, two members of Youth Section visited a youth group home and met with the site manager. They discussed the possibility of a collaboration between police and the group home, which is specifically for girls at risk, to come up with initiatives toward helping these young people to get out of a high risk lifestyle. This initial meeting was welcomed by the group home staff. There will be follow up meetings in the future.
- On September 17<sup>th</sup>, 2020, Youth Section members conducted pro-active visits with three high risk young females. Members conduct periodic visits or, if in-person visits are not possible, talk on the phone, to check on these vulnerable young people trying to keep them out of risky activities, encouraging them to finish their education and/or find employment. The result of these pro-active visits has been an increased level of trust between the young people involved and Youth Section officers. Young people are observing curfew restrictions more often and there has been an overall reduction in their criminal activities.
- On September 3<sup>rd</sup>, 2020, Youth Section members attended the Hillside Gardens for a last occasion of celebrating the summer. Community partners from St. Leonard Society provided snacks for the children, and members were able to borrow equipment (speaker and outside games) from the Edmond Community Center. Observing COVID-19 protocols, the activity took place outside, members were wearing masks and the children and parents were reminded to keep two meters distance.

These proactive measures taken by Youth Section officers, keeping in touch with community members, especially young people has a positive impact on the safety and security of our community resulting in less crime in the society.



# Community Programs

## Victim Services Unit (VSU)

In August and September, VSU created 397 files, were involved in 88 crisis call outs and provided 141 hours of direct crisis support to clients.

Due to the ongoing pandemic, many clients are requesting that VSU follow up on their files via email and phone. This has resulted in staff spending a lot more time on files in the office due to the volume of incoming calls and referrals.

Due to the volume of client's being assisted by Burnaby VSU, in the coming month's Auxiliary staff will be hired to help support the workload.

In September, VSU have had two ZOOM meetings with Police Based Victim Services in the Lower Mainland; along with meeting with partner agencies with Community Based Victim Services. VSU discussed some of the challenges the programs are facing with less staffing and the concerns with operations related to COVID-19.

The Burnaby Victim Services Unit is setting the example of practising safety measures and still continuing to provide support to citizens of Burnaby with little impact on services.

## Youth Services

Youth Services continued offering phone counselling and in-person counselling to clients.

The counselling program received referrals on a steady manner through August and September. Both new and existing clients have been actively engaged in their care plans and Youth Services therapists continued to work with all 50 active clients as per their existing and emerging needs in the areas of:

- Trauma-Related Disorders
- Substance-Use Disorders
- Anxiety-Related Disorders
- Mood Disorders



## Community Programs

### Crime Prevention Unit

Despite the limitations to providing regular services in-person, Crime Prevention Staff continue to work with Burnaby residents and businesses in a safe, distanced manner.

In August and September, staff signed up five new neighbourhood blocks for Block Watch, which includes 40 new participants for the program.



Crime Prevention staff have worked to ensure that all block captains are security cleared and that training has been done remotely.

Staff have also updated practices in order to continue to offer security assessments to single family residences, multi-family buildings and businesses during this time. We are temporarily increasing our capacity to offer this service.

### Community Police Offices

The four Community Police Offices resumed regular front counter services in mid July. COVID safety measures have been implemented and adapted for the particular size and layout of each office. This keeps staff and the public safe. Office Coordinators remain busy with non-emergency police reporting, as well as an increased number of security clearances for employment and school parent volunteer positions.





# Cops for Cancer



In September, three Burnaby RCMP officers, Sergeant Tess Landry, Constable Leslie Smith and Constable Thinh Do took part in Cops for Cancer Tour de Coast. This year's tour was different and shorter in order to abide by COVID-19 restrictions. First responders from across the Lower Mainland raised a total of \$285,000 for Cops for Cancer with Burnaby riders raising over \$11,000.





# Report Crime Online!

The Burnaby RCMP launched Online Crime Reporting on June 1, 2020. 263 reports were received through this system up until the end of September. We are excited by the success of this initiative which provides our frontline officers with more time to respond to higher priority calls that require police officer attendance. An online crime report can be completed through our website at [Burnaby.rcmp.ca](https://burnaby.rcmp.ca) or through the City of Burnaby website online services at <https://www.burnaby.ca/Online-Services.html>.

Now  
Available!

## REPORT CRIME ONLINE

What can you report online?

- » Damage to property under \$5,000
- » Hit and run to an unoccupied vehicle or property
- » Theft of property under \$5,000
- » Traffic complaints

Let's Go Online!

[burnaby.rcmp.ca](https://burnaby.rcmp.ca)





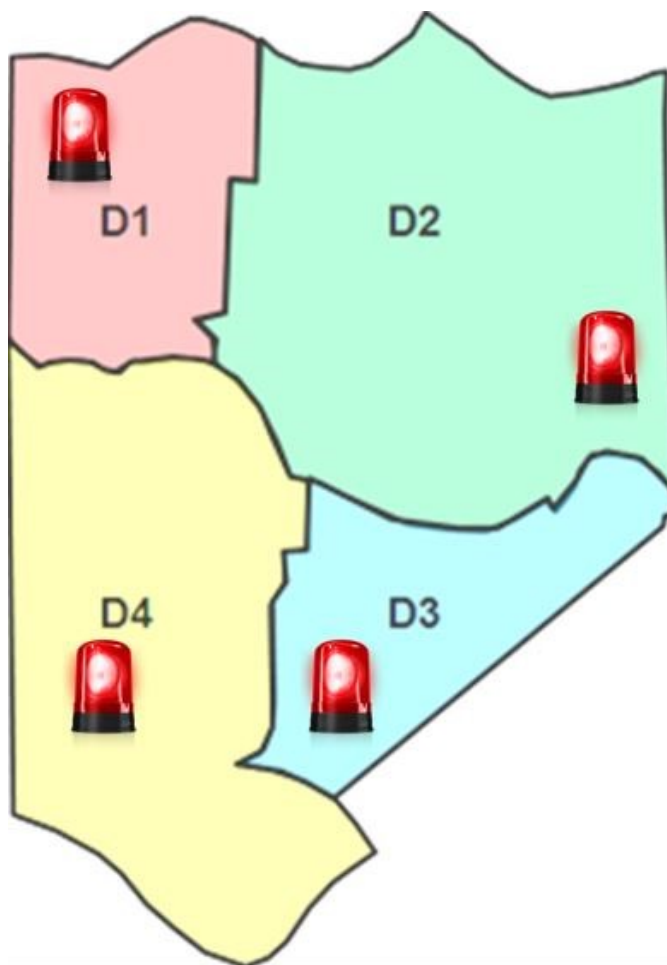


# Contact Us

If you have any questions about this report or if you're interested in volunteering with Burnaby RCMP then please contact us at any of the locations below.

## District 1

Hastings-Brentwood CPO  
#104-4191 Hastings Street  
604-646-9533



## District 2

Lougheed CPO  
#178-9855 Hastings Street  
604-646-9559

## District 4

Southwest CPO  
4501 Kingsborough Street  
604-646-9595

## District 3

Donald N. Brown CPO  
7191 Arcola Way  
604-646-9577

## Main Burnaby RCMP Detachment

6355 Deer Lake Avenue  
604-646-9999