BURNABY
COMMUNITY SAFETY PLAN

Summer 2020

City of Burnaby

burnaby.ca

ACKNOWLEDGEMENT

Burnaby is located on the ancestral and unceded homelands of the hən̓q̓əmin̓əm̓ and Sḵwx̱wú7mesh speaking peoples. We are grateful for the opportunity to plan for community safety on this shared territory.

We also want to thank over 1,400 individuals and organizations that participated in the community engagement process and contributed to the development of the Community Safety Plan.

This includes Mayor and Council, residents, businesses, institutions, non-profit organizations and City staff among others.

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MESSAGE FROM THE MAYOR

I am pleased to present Burnaby's first Community Safety Plan. Created with input provided by over 1,400 individuals and organizations through workshops and surveys, the Plan reflects the thoughts and ideas of our residents and the expertise of City staff. This new framework is based on a broad view of the elements of public safety that includes everything from crime prevention and reduction to transportation and community amenity safety.

The Community Safety Plan looks at our strengths and at areas where we need to focus our attention to make the best use of our resources for the benefit of all citizens.

Burnaby is a city of immense potential and has the people and resources needed to continue on its path of strong economic performance. The city has a diverse business community, two top-tier post-secondary institutions – BC Institute of Technology and Simon Fraser University – two rapid transit lines, four vibrant town centres, beautiful parks and natural spaces, and an enviable quality of life. All of these attributes contribute to Burnaby's strengths and appeal and to the diverse opportunities it presents for citizens, non-profit organizations, businesses and visitors.

As our city grows and changes, we have the opportunity to shape it in a way that meets the needs of everyone who lives here. On behalf of Burnaby City Council, I would like to thank staff and the many people who provided input in to this Plan. Your contributions and the resulting Plan will guide decisions of Council and our community partners for years to come.

Sincerely,

Mayor Mike Hurley

| Councillor Pietro Calendino | Councillor Sav Dhaliwal | Councillor Dan Johnston | Councillor Colleen Jordan | Councillor Joe Keithley | Councillor Paul McDonell | Councillor Nick Volkow | Councillor James Wang |

OUR CORE VALUES

THE CITY OF BURNABY IS GUIDED BY FIVE CORE VALUES
FROM OUR CORPORATE STRATEGIC PLAN.

COMMUNITY
Citizen and business needs
are at the forefront of our
plans, services and programs

INTEGRITY
We are open, transparent,
consistent and accountable

INNOVATION
We seek out creative approaches
to improve our services

RESPECT
We treat people fairly and
with dignity

PASSION
We approach our work with
conviction and enthusiasm

These core values guide our actions and decisions,
and form the foundation of the Community Safety Plan.

EXECUTIVE SUMMARY

PLAN AT A GLANCE

OUR STRATEGIC FRAMEWORK

ENGAGING THE COMMUNITY

STRATEGIC INITIATIVES

PLAN AT A GLANCE

The Community Safety Plan was developed through robust community engagement and research, to deliver on the vision of a safe community for all.

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

During 2019, the Plan was developed in three phases, in collaboration with community members, groups and stakeholders in Burnaby.

Phase 1 – Preparation

This phase launched the process and analyzed existing safety risks, vulnerabilities, protective factors and opportunities. Work included background research, a best practices review, stakeholder meetings and key informant interviews. This resulted in the development of an internal Burnaby Community Safety Profile.

Phase 2 – Development

Over 1,400 members of the public and key stakeholders were engaged to establish the vision for the future, identify public safety risks and protective factors, and to propose initiatives and solutions to respond to the risks.

Community engagement included meetings, workshops, kitchen table conversations, open houses, pop up events, community canvassing and an online survey. This was supported by an initial risk assessment and community safety scan, and a gap analysis. The combination of technical information and public and stakeholder input created the foundation of the Community Safety Plan.

Phase 3 – Finalize the Plan

A draft Plan was developed with a draft vision, mission, goals, priorities, strategic initiatives and actions. The draft Plan was put to the test through further community and stakeholder engagement. A community pop up event and stakeholder workshops were held to gather feedback on the draft Plan. Following this review period, the Community Safety Plan was revised and adopted by City Council.

OUR STRATEGIC FRAMEWORK

The purpose of the Community Safety Plan is to provide a strategic framework for working together with all stakeholders to maintain and enhance community safety.

PRIORITIES

1 Community Amenity Safety

2 Crime Prevention & Reduction

3 Transportation Safety

4 Emergency Services

5 Emergency Management

GOALS

Increased feelings of safety in our community.

Reduced incidents of safety risk in our community.

Improved community health.

Improved community resilience.

MISSION

Bring people together to enhance community safety in Burnaby.

VISION

Burnaby is a safe community for all.

ENGAGING THE COMMUNITY

The Community Safety Plan was built through collaboration with community members, key stakeholder groups, partners and City departments.
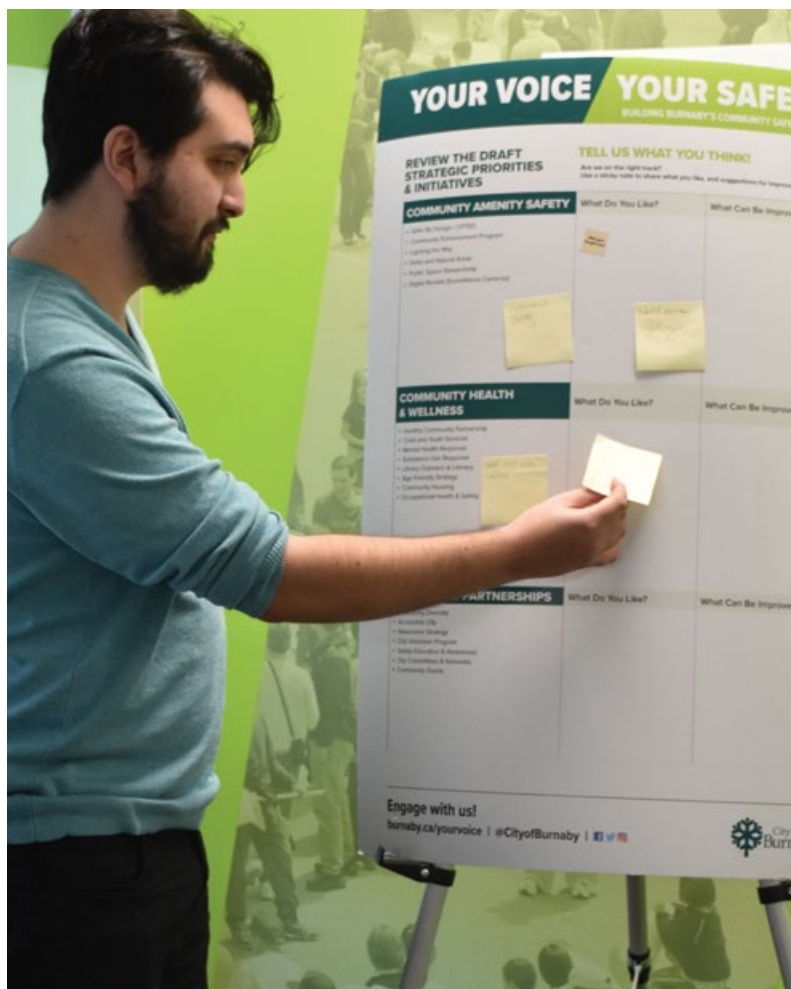
Engagement took place between April and September 2019 and included a diverse approach in order to reach as many interested parties as possible. Burnaby residents received information about the development of the Plan and opportunities to get involved through various digital and traditional forms of communication. More than 1,400 individual community members, stakeholders and partners engaged in conversations and the survey to help build the Plan.

Although many different ideas and views were expressed, several common themes emerged. These themes form the building blocks of the Plan, and include:

» Community Health & Well-being

» Housing & Homelessness

» Community Amenity Safety

» Crime Prevention & Reduction

» Transportation Safety

» Support for Vulnerable People

» Environment & Sustainability

» Emergency Preparedness

» Emergency Services

This Plan is a dynamic and living document that will be updated annually to respond to the changing needs of the community.

STRATEGIC INITIATIVES

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

PRIORITIES

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

INITIATIVES

1.1 Housing	2.1 Child & Youth Safety	3.1 Burnaby Transportation Plan	4.1 Building Readiness Program	5.1 Earthquake Strategy
1.2 Lighting the Way	2.2 Substance Use Response	3.2 Street Safety Improvements	4.2 First Responder Resiliency	5.2 Emergency Response & Strategies
1.3 Civic Building Asset Safety Improvement	2.3 Ever-Greening Surveillance Program	3.3 Safe & Active Schools	4.3 Burnaby Fire Department Dispatch Study	5.3 Fire Home Safety
1.4 Project IRIS	2.4 Cyber Security Outreach	3.4 Safety Campaigns	4.4 Burnaby Fire Department Fire Services Review	5.4 Emergency Operations Centre
1.5 Homelessness Response	2.5 Prolific Offender		4.5 Community Services Portal	5.5 Emergency Support Services
1.6 Parks & Natural Areas Enhancement	2.6 Community Watch		4.6 Burnaby Mobilization & Resiliency Table (B-MART)	5.6 Mass Notification System
1.7 Pandemic Response	2.7 Gang Enforcement & Education			
	2.8 Mental Health Response			
Reference pages 45-55	Reference pages 57-67	Reference pages 69-75	Reference pages 77-85	Reference pages 87-95

BURNABY TODAY

BURNABY IS A VIBRANT CITY CENTRALLY LOCATED IN THE METRO VANCOUVER REGION.

Burnaby has a well-protected natural environment – with more than 25 per cent of its land protected green space – a strong cultural mosaic and thriving town centres. The City of Burnaby provides facilities and services that support a safe, connected, inclusive, healthy and dynamic community.
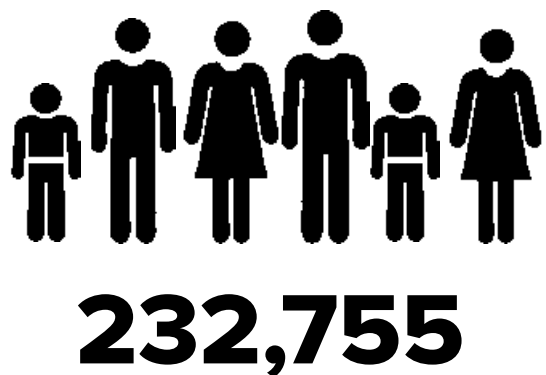
Today, Burnaby is B.C.'s third-largest city with a population of 232,755 and welcomes approximately 160 new residents each month.[1] The city occupies over three per cent of the land area of the Metro Vancouver region (98.6 square kilometres) but accounts for almost 10 per cent of the region's population. Burnaby's population is projected to grow by another 112,000 people to reach 345,000 by 2041.[2] Burnaby has a diverse community, with many young families and individuals with diverse socio-economic backgrounds.

Burnaby is made up of four quadrants, each served by a town centre that provides a complete community to residents with a range of housing, services and transportation options. Burnaby has a combination of urban, suburban and rural areas, and one of the highest ratios of parkland to residents in North America.
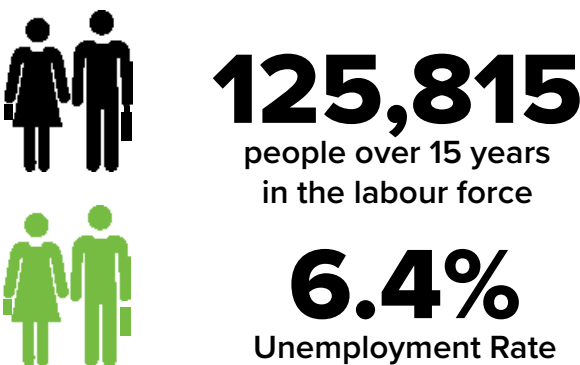
The City of Burnaby is committed to building a world-class city that creates and sustains the best quality of life for the entire community. To accomplish this vision, the City is forward thinking in enhancing community safety among its growing population.

BURNABY TODAY

POPULATION (2016)

232,755

LABOUR FORCE

125,815 people over 15 years in the labour force

6.4% Unemployment Rate

POPULATION BY AGE (2016)

10,865 0-4 years

32,800 5-19 years

55,925 20-34 years

48,070 35-49 years

48,235 50-64 years

26,650 65-79 years

10,205 80+ years
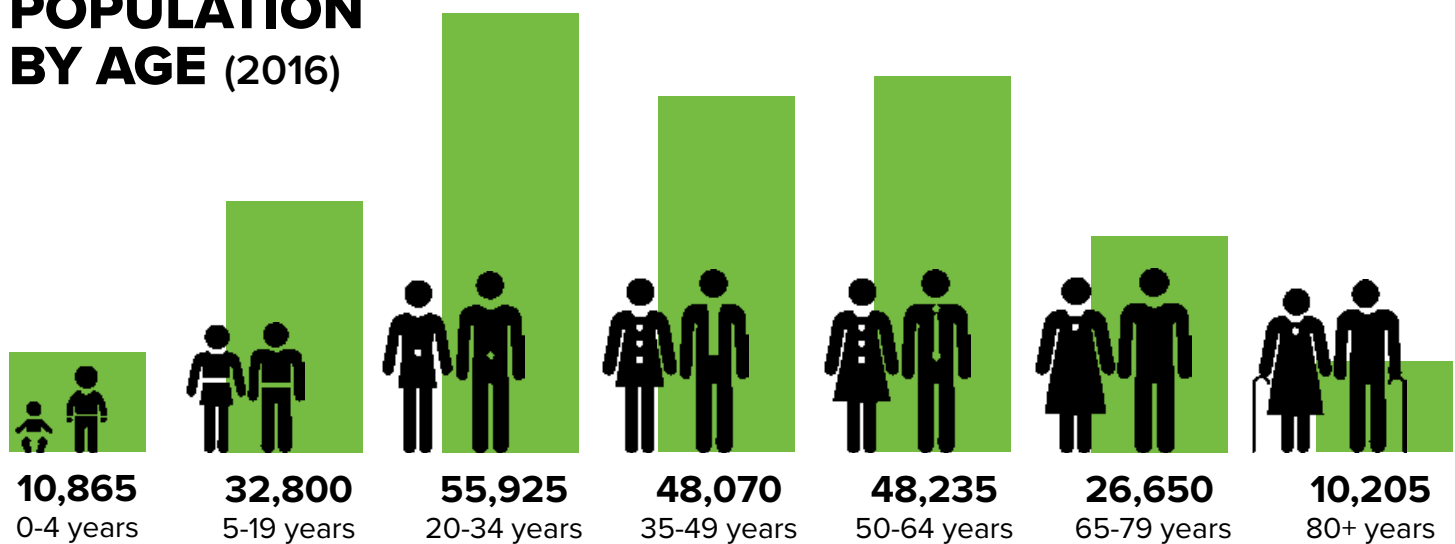
LANGUAGES SPOKEN AT HOME (2016)

Korean — 3%
Tagalog — 3%
Cantonese — 9%
Mandarin — 12%
Other — 12%
English — 61%
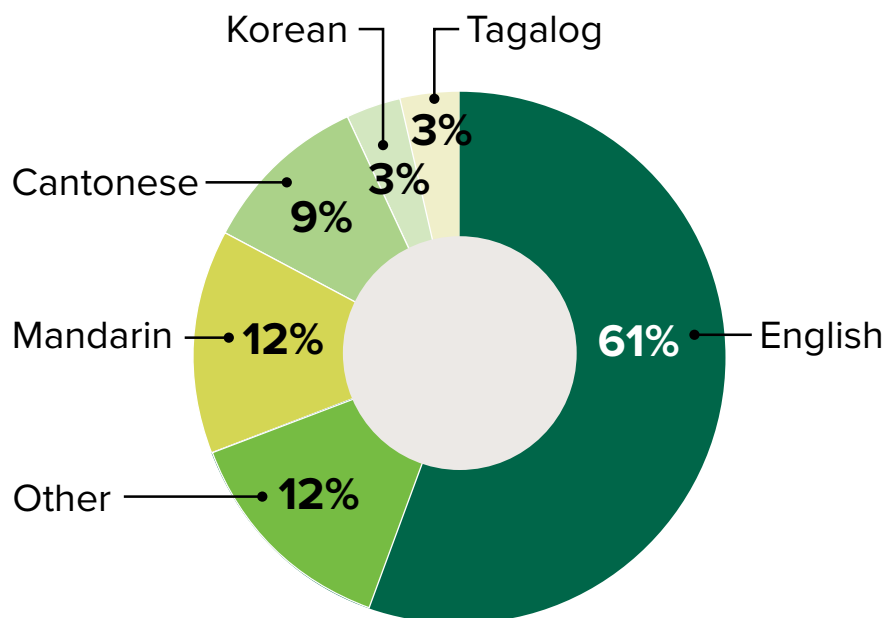
50%

of Burnaby's population are born outside Canada. The top three places of birth are China, Hong Kong, and the Philippines.

59%

of the population over 15 years has a post-secondary certificate, diploma, or degree

40.3 years

Average age of residents

2.9

Average persons per household

4,000

Identify as Indigenous (2016)

$82,751

Median family income (2015)

COMMUNITY SAFETY RISKS

A risk factor is a negative influence, circumstance or condition that contributes to the vulnerability of individuals, groups of people and/or communities to harm or injury.

Burnaby households on the waitlist for non-market housing (2018):

1,664

Households in Burnaby 'in core need'* of better housing

16,650

Core Housing Need: A household is said to be 'in core housing need' if its housing requires major repairs, does not have enough rooms based on National Occupancy Standards, and/or costs more than 30% of total before-tax household income.

Source: Metro Vancouver Housing Data Book, 2019 (Table 3.1)

HOW MANY ARE AT RISK?

Number of households at risk of homelessness:

6,620

35% of Burnaby households spent **30%** or more of their household income on housing.

Source: Statistics Canada, 2016 Census of Canada

22%
Couples without children

40%
Singles, living alone

16%
Single parent families

22%
Couples with children
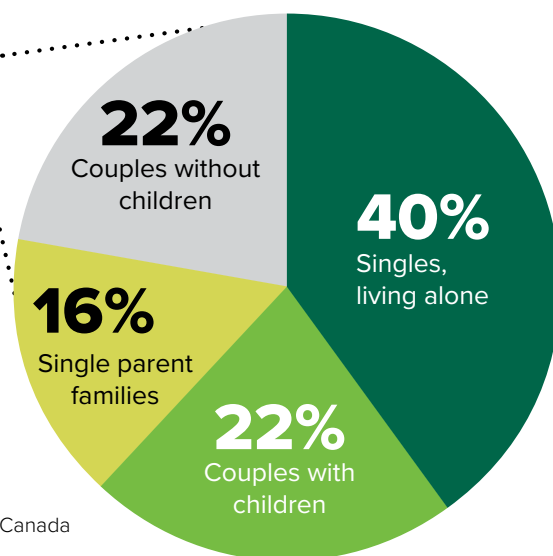
CRIME

Crime Severity Index Rates
(rate per 100,000 population)

Violent CSI
Non-violent CSI
CSI
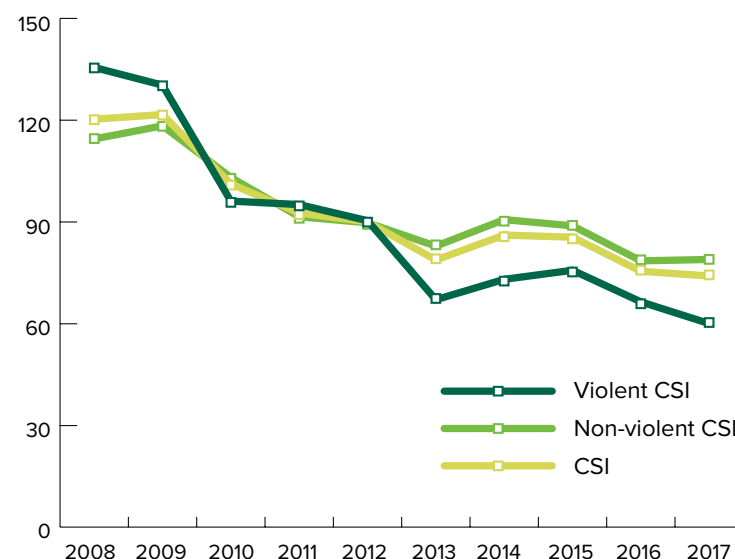
Floods, wildfires and severe storm events make up the majority of emergency events.
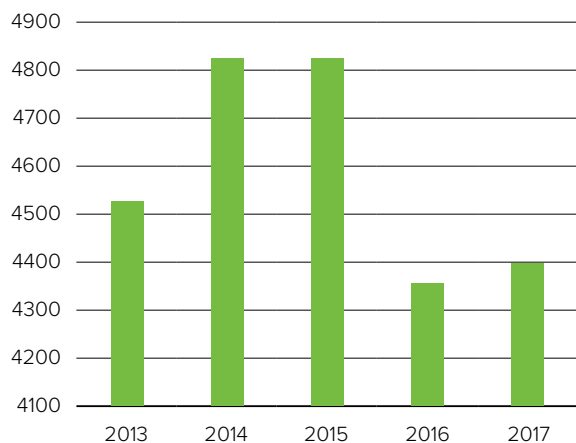
Burnaby's Mayor and Council share residents' passion for their environment and pride in their city's abundant natural spaces. Addressing climate change is a City priority, which is why the City is creating a Climate Action Framework that outlines the steps necessary to reach its ambitious carbon emissions reduction targets.

By the 2050's, Burnaby is projected to experience many **climate change** impacts

Source: City of Burnaby. Environmental Strategic Plan

increasing average temperature

increasing rain in the spring and fall

increasing wind and storms

increasing sea level rise

increasing heat waves and decreasing rain in the summer

In Canada,

Two in five people experience a major emergency in their community in their lifetime

PROPERTY CRIME RATE - PER 100,000

Reference: Burnaby RCMP Detachment Strategic Plan 2019-2022

**DO YOUR PART
STAY APART**

2 METRES
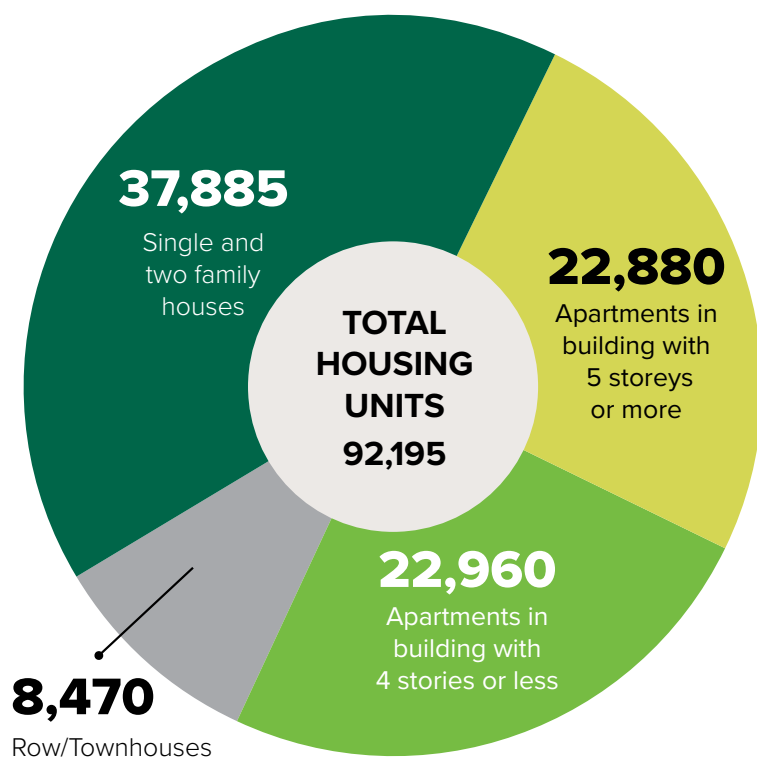APPROX 6.5 FT

MAINTAIN PHYSICAL DISTANCE
AVOID GATHERING

The City works with the Medical Health Officer from Fraser Health Authority and the BC Centre for Disease Control to establish our response to potential pandemics.

SAFETY PROTECTIVE FACTORS

Protective factors are positive influences or circumstances that can improve the lives of individuals or the safety of a community.

BURNABY'S HOUSING STOCK

37,885
Single and two family houses

TOTAL HOUSING UNITS 92,195

22,880
Apartments in building with 5 storeys or more

22,960
Apartments in building with 4 stories or less

8,470
Row/Townhouses

Burnaby has high-quality community services and facilities: libraries, recreation centres, sports fields, fire halls, seniors' centres, youth centres, and community police offices.

Notable community assets include Burnaby General Hospital and places of worship for many faiths and denominations.

Burnaby has a strong public school system, with eight secondary and 41 elementary schools as well as post-secondary institutions such as Simon Fraser University (SFU) and British Columbia Institute of Technology (BCIT).

Burnaby is home to many outdoor cultural festivals, including Hats Off Day, Giro Di Burnaby, and the Burnaby Blues + Roots Festival.

Source: Statistics Canada, 2016 Census of Canada

INTEGRATED TRANSPORTATION SYSTEM

Increasing traffic, persistent problems with speeding, and impaired, distracted and dangerous driving continue to be a challenge, as illustrated by the increase in collisions in the past five years.

1594	1637	1802	1829	1674
2014	2015	2016	2017	2018
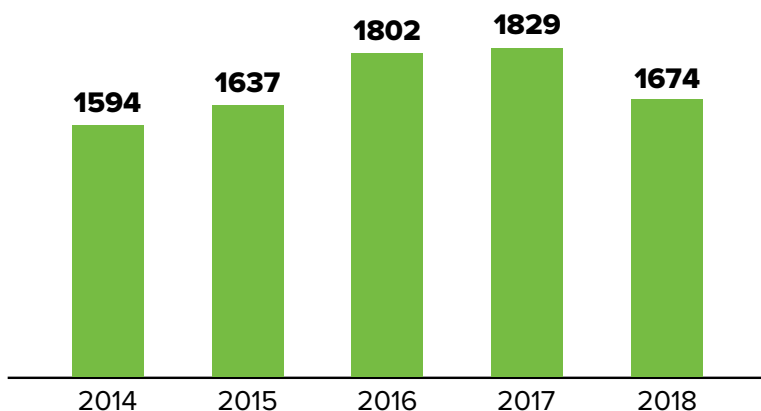
Reference: Burnaby RCMP Detachment Strategic Plan 2019-2022

11
SkyTrain stations on two lines

34
bus routes

145
kilometres of designated bike routes and trails

Other

6%
walk, cycle to work

64%
commute to work by driving a car or carpooling

29%
ride public transit to work
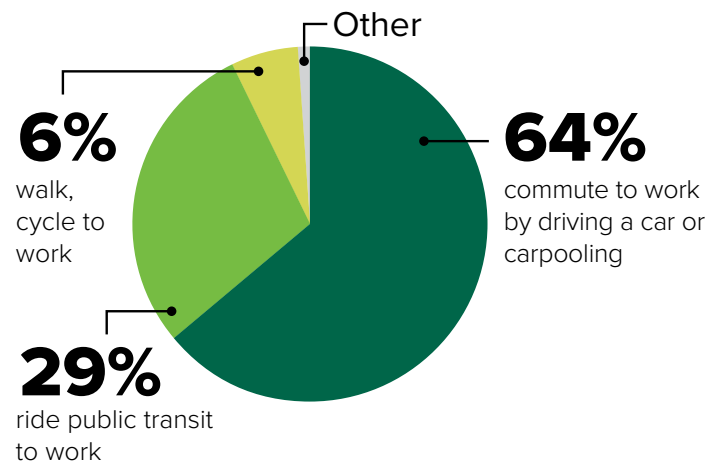
TOP 5 OCCUPATIONS

26% Sales & Service

19% Business, Finance & Administration

11% Trades, Transport & Equipment Operators and Related Occupations

10% Management

10% Education, Law & Social, Community & Government Services

DIVERSITY

50% of Burnaby's residents are immigrants and **67%** are visible minorities

EDUCATION

Almost **70%** of residents 25-34 years old have a post-secondary certificate, diploma or degree
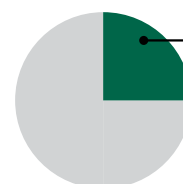
25%
of Burnaby's land is devoted to parks, forested and mountain areas, watercourses, freshwater lakes, remnant bog areas, wetlands, and coastal and estuarine areas

BUILDING THE COMMUNITY SAFETY PLAN

BUILDING THE PLAN

DEFINING COMMUNITY SAFETY

ENGAGING THE COMMUNITY

OUR COMMITMENT TO SAFETY

BUILDING THE PLAN

The Community Safety Plan is the result of the collaborative efforts of City Council, staff and community.

Throughout 2019, we mobilized City departments, brought together a diverse set of stakeholders and consulted with as many members of the community as possible. We listened to community concerns, conducted research, learned from international best practices and developed a plan to keep Burnaby a safe place to live, work, learn and play.

PURPOSE

The purpose of the Community Safety Plan is to provide a strategic framework for working together with all stakeholders to maintain and enhance community safety. The Plan is intended to:

» Promote a better understanding of local safety risks and protective factors
» Support a co-ordinated approach to addressing community safety
» Encourage an improved level of community and stakeholder collaboration
» Advance principles of best practice in prevention and intervention
» Foster increased commitment to local safety promotion across sectors and governments

The Plan articulates a shared vision, mission and goals for the future. It includes priorities and strategic initiatives for the City and others, acting within their respective mandates and in collaboration, to achieve that.

The scope of the Plan is broad, ambitious and strategic. It outlines challenges and opportunities related to personal health and well-being, community connectedness, safe public spaces and amenities, crime prevention and reduction, transportation safety and emergency management.

The Plan is aligned with, and builds upon key City plans, strategies and policies, including the Corporate Strategic Plan, the Social Sustainability Strategy, the Environmental Sustainability Strategy, the Economic Development Strategy and the Official Community Plan.

PLAN PROCESS

During 2019, the City of Burnaby developed the Community Safety Plan in collaboration with community members, groups and stakeholders in Burnaby through broad and diverse engagement.

The Community Safety Plan Phases

PHASE I
PREPARATION
April-May 2019

PHASE II
DEVELOPMENT
June-August 2019

PHASE III
FINALIZE THE PLAN
September-December 2019

The initial phase focused on a review and analysis of existing safety risks, vulnerabilities, protective factors and opportunities through background research, a best practices review, stakeholder meetings and key informant interviews. It concluded with the completion of the Burnaby Community Safety Profile.

The second phase engaged public and stakeholders to establish the vision for the future, to identify public safety risks and protective factors, and to propose initiatives and solutions that respond to these specific risks. In addition to a strong engagement process, the Plan involved a data-supported process including an initial risk assessment and community safety scan and gap analysis. The combination of technical information and public and stakeholder input formed the foundation of the Community Safety Plan.

The final phase included a draft of the Plan. Feedback was gathered through stakeholders workshops and community events. Following this review period, the Community Safety Plan was revised and adopted by City Council.

ALIGNMENT WITH CITY PLANS & STRATEGIES

The Community Safety Plan is guided by the goals that the City of Burnaby has established through a series of forward-thinking, long-term plans, policies, strategies and reports. The following diagram shows the relationship between the Community Safety Plan and the City's guiding documents.

More information on the connection to public safety across key City documents is in Appendix I.

OFFICIAL COMMUNITY PLAN

A more complete community

A community of economic opportunity

An invested community

An environmentally aware community

A community with increased transportation choice

A community within a livable region

CORPORATE STRATEGIC PLAN

A safe community

An inclusive community

A dynamic community

A connected community

A healthy community

A thriving organization

EMERGENCY OPERATIONS CENTRE PLAN

SOCIAL SUSTAINABILITY STRATEGY

COMMUNITY SAFETY PLAN

TRANSPORTATION PLAN

EMERGENCY PLAN

LAND USE POLICY

ECONOMIC DEVELOPMENT STRATEGY

ENVIRONMENTAL SUSTAINABILITY STRATEGY

DEFINING COMMUNITY SAFETY

The Community Safety Plan is guided by a vision of a safe community for all where we collectively create and continually improve upon the conditions that enable all of us to enjoy the highest level of safety and security possible.

Several guiding principles, assumptions and factors shaped the development of the Plan and will guide the work ahead.

» COMMUNITY SAFETY FOR ALL

Everyone has the right to go about daily life feeling safe, without fear or risk of harm or injury. In practice, this means developing and implementing inclusive strategic initiatives and actions that engage diverse groups in meaningful ways and support those most vulnerable to harm and injury.

» A BROAD VIEW

The social determinants of health are the building blocks of safe communities. This means supporting people's physical, psychological, emotional and mental health and the range of qualities that make Burnaby a good place to live socially, physically, economically and ecologically.

» UNDERSTANDING RISKS & PROTECTIVE FACTORS

Burnaby has a range of risk and protective factors[3] that impact community safety. The aim is to reduce harm from these risks and to increase individual and community safety and security through our strengths and assets.

» ADDRESSING URGENT SITUATIONS

Incidents like motor vehicle collisions and drug overdoses undermine public safety. Along with our partners, we seek to respond to these urgent incidents to address harm and injury, minimize victimization, and hold individuals and organizations responsible, where relevant.

» ENHANCING SAFE PHYSICAL SPACES

All people have the right to go about daily life in a safe environment secure from threats to their personal safety. This requires supporting safe physical spaces, especially in public and at community amenities.

» A PROACTIVE AND UPSTREAM APPROACH

It is important to prioritize upstream thinking and prevention. When developing prevention programs, different levels of prevention should be considered, depending on the target group for the activity.

» INVOLVING EVERYONE

Community safety and security involves the community coming together to better understand its strengths, challenges and responsibilities, and to take collective action. This requires a focus on collaboration and co-ordination – both among municipal units and with external government, social service agencies, businesses, institutions, non-profit organizations and residents, the broader public and those most affected.

» ENHANCING COMMUNITY RESILIENCE

More resilient communities are safer communities. Resilience is the ability of individuals and groups to withstand, respond, and adapt to shocks (e.g. earthquakes) and chronic stressors (e.g. crime). Building resilience involves working across sectors to enhance individual and community resilience.

SPECTRUM OF ACTION & INTERVENTION

Burnaby's community safety framework incorporates a spectrum of actions and interventions to reduce harm and vulnerability, increase individual and community resilience and improve community safety. The intent is to reduce harm and vulnerability, whether faced by individuals, families, groups, neighbourhoods or the City. The Plan's strategic initiatives and actions are guided by four stages of action and three levels of prevention to promote community safety.

FOUR STAGES OF ACTION

Burnaby's community safety framework incorporates four stages of action to enhance community safety:

» Social Development
  Intervening to reduce risk factors and/or enhance protective factors in the general population.

» Prevention
  Identifying at-risk individuals or communities and intervening to reduce risk factors and/or enhance protective factors.

» Risk Intervention
  Responding to acutely elevated risk situations to mitigate harm and decrease the likelihood of (re)victimization.

» Emergency Response
  Responding immediately to urgent incidents to stop harm, minimize victimization and hold individuals and organizations responsible.

THREE LEVELS OF PREVENTION

Burnaby's community safety framework considers three levels of prevention that depend on the target group:

» Primary Prevention focuses programs and initiatives on early intervention, preventing the development of risk factors that can be problematic later.

» Secondary Prevention focuses on identifying areas and situations most at risk and taking the necessary actions to reduce or eliminate these risks.

» Tertiary Prevention focuses on managing existing problems by minimizing harm and creating conditions which decrease the likelihood of a recurrence of the risk. As such, Tertiary Prevention focuses on the areas involved and those directly affected.

ENGAGING THE COMMUNITY

WHAT WE ASKED

The Community Safety Plan was built as a collaborative process with community members, key stakeholder groups, and City departments and partners. Engagement helped to envision what community safety can look and feel like in the future, identify safety risks and protective factors, and to consider evidence-based solutions that respond to these risks.

Community and stakeholder engagement took place between April and October 2019 and was multi-layered to ensure we heard from as many interested parties as possible. It included meetings, workshops, kitchen table conversations, open houses, pop up events, an online survey and community canvassing.

Burnaby residents received information on the Plan and the opportunity to get involved through social media and outreach. More than 1,400 individual community members, stakeholders and partners engaged in conversations and the survey to help build the Plan.

PHASE 2

Participants were asked four main guiding questions:

» What are the community safety issues in Burnaby?

» What are the community safety assets in Burnaby?

» What does a safer city look and feel like in the future?

» What initiatives and solutions do you suggest to enhance community safety?

PHASE 3

Participants were asked to provide feedback on the draft Plan with two main guiding questions:

» What do you like about the draft Plan?

» What can be improved in the draft Plan?

WHAT WE HEARD

Many themes emerged from community and stakeholder input about community safety risks and solutions. While there were many different views on community safety in Burnaby, common themes emerged across the following topics that transcended activities and groups. These themes form the building blocks of the Plan.

» COMMUNITY HEALTH & WELL-BEING

Community health and well-being is about ensuring everyone in Burnaby has a foundation to live a good life. The World Health Organization defines health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.[4] Wellness is more the action an individual takes to meet the above definition of health. Among vulnerable groups concerns were raised about access to health services, nutritious food, recreation activities and connections to nature. Bringing neighbours together, improving people's mental health, addressing substance abuse, and providing safe and secure jobs were identified as some of the foundations of community health.

» HOUSING & HOMELESSNESS

Burnaby is a growing and diverse city. High housing costs make housing affordability a challenge for people of different income levels. Concerns were raised about the range of factors that increase people's risk of homelessness, including income insecurity, disability, discrimination, family violence, mental illness, substance use and lack of social support, and limited assisted living, transitional and supportive housing for vulnerable people. Addressing street homelessness, protecting renter rights, providing a range of housing options, and improving the safety and security of existing housing were identified by participants as critical to meeting the needs of residents.

» COMMUNITY AMENITY SAFETY

Community amenity safety involves maintaining and enhancing safety in City buildings and facilities for the public and City staff. Concerns were raised about violence, theft, bullying, harassment, drug use and dealing, and safe walking in and around parks, schools, libraries and recreation and culture facilities. Concern was also raised for a loss of neighbourhood connection, increasing social isolation and exclusion and an associated decline of resident-run safety programs. High-quality public spaces and amenities, proactive safety promotion, intervention and enforcement programs were identified as priorities. Examples include installing outdoor lighting, increasing surveillance, police and private security presence, and improving the stewardship of public space and parks.

» CRIME PREVENTION & REDUCTION

Crime prevention and reduction is about ensuring residents and businesses feel safe in our community. Concerns were raised about property theft, drug use and drug dealing, break and enters, violence and aggressive behaviour, organized crime and gang activity, bullying, sexual assault, domestic violence, and vandalism and graffiti. General and targeted prevention programs, monitoring, evaluation and surveillance, law enforcement, timely first responder medical response and collaboration among stakeholders was identified to enhance crime prevention and reduction.

» TRANSPORTATION SAFETY

Safe mobility is a key community safety issue, especially for children, youth, seniors and those with disabilities. Many concerns were raised about vehicular safety, including speeding, impaired and distracted driving in high-traffic town centres and car accidents at key intersections and corridors. Concerns were also raised about pedestrian safety and accessibility, cycling safety and public transit safety, especially where lighting and visibility is limited. Participants identified planning for safe mobility, upgrading specific traffic accident hotspots and encouraging active and safer travel options.

» SUPPORT FOR VULNERABLE PEOPLE

Burnaby faces persistent social challenges, such as those related to mental health, income, social status, education, literacy, gender, culture and social support networks. Concerns were raised about community safety issues causing disproportionate stress to certain groups by aggravating existing socioeconomic inequalities that lead to their exposure and vulnerability in the first place. Children, youth, seniors, women, LGBTQIA2+ community members, Indigenous people, culturally and linguistically diverse communities, those with social and economic disadvantages, those with chronic illnesses, residents with disabilities and those experiencing homelessness were identified as vulnerable to an increased risk of harm or injury from acute and chronic stressors. Participants identified the need to tailor safety programs to the unique needs, strengths and risk factors of different groups.

» ENVIRONMENT & SUSTAINABILITY

Burnaby faces increasing environmental challenges related to climate change, resource depletion and waste generation. Concerns were raised about climate change, litter, air pollution, water pollution, loss of green space and natural areas, loss of wildlife and habitat, and human/bear conflicts. Concerns were also raised about the Trans Mountain Pipeline expansion, including the risk of an oil spill at the marine terminal and fires at the storage tank farm. Participants identified the need for Burnaby to mitigate and adapt to climate change, enhance waste management and to have robust public safety and environmental protection measures.

» EMERGENCY MANAGEMENT

Emergency management involves developing plans, procedures and services to reduce and prevent the impacts of emergencies, and to ensure we are better prepared to respond to and recover from emergencies. Concerns were raised about individual and family resilience to natural hazards and climate change, and gaps in knowledge among newcomers, businesses and non-profit organizations about response and recovery activities, disaster support hubs and emergency transportation routes. Participants identified the need for more proactive education programs to ensure as many people as possible have some level of training and universal emergency alerting systems. The City works with the Medical Health Officer from Fraser Health Authority and the BC Centre for Disease Control to establish our response to potential pandemics.

» EMERGENCY SERVICES

Burnaby faces important decisions about maintaining and enhancing responsive emergency services, including police, fire and ambulance. Concerns were raised that Burnaby's first responders face complex changes related to serving a growing population that is aging and facing unprecedented health issues (such as fentanyl overdoses), providing services in dense buildings in the town centres, and responding to increasing frequency and intensity of natural hazard events and climate change. Crime processing protocols and infrastructure for detaining criminals is perceived to be insufficient. Participants identified increasing police presence in unsafe areas and upgrading first responders to higher levels of certification to enhance their ability to respond to a variety of emergencies (such as opioid overdoses, cannabis use, climate change, gas leaks and oil spills).

OUR COMMITMENT TO SAFETY

BURNABY'S LEVEL OF RESPONSIBILITY

The City of Burnaby plays an important role in preventing and responding to safety risks. A strategic approach to community safety requires setting priorities.

The Plan focuses on areas where the City has both accountability and capacity to act to enhance community safety. While community safety is the responsibility of all, the City may have a primary, shared or complementary role to play for any given community safety scenario and initiative.
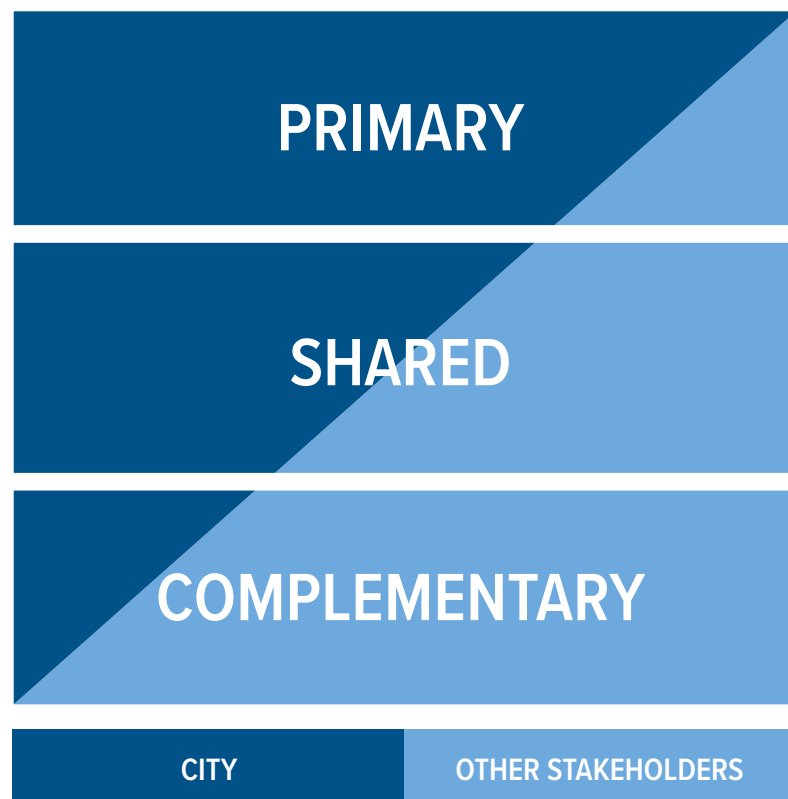
PRIMARY	

PRIMARY
The City has a primary responsibility and, as a stakeholder, has a central role.
» High accountability
» Strong capacity
» Significant municipal role required to achieve community goal(s)

SHARED	

SHARED
The City is one of a few or many responsible stakeholders.
» Accountable for some aspects
» Some capacity
» Moderate municipal role required to achieve community goal(s)

COMPLEMENTARY	

COMPLEMENTARY
Other stakeholders share most responsibility. The City plays a supporting role.
» No formal mandate
» Limited capacity
» Small City role required to achieve community goal(s)

CITY	OTHER STAKEHOLDERS

BURNABY'S ROLE

Within these three levels of responsibility (primary, shared, complementary), the City of Burnaby can play multiple roles. The Plan calls for the City's involvement in a variety of roles across the spectrum of community safety action, including:

PROVIDER
Provide services directly to residents.

PLANNER / REGULATOR
Develop plans, policies, and regulations that affect municipal actions and the actions of others.

FUNDER
Provide funding to other organizations to do their work (using existing funding mechanisms).

CO-ORDINATOR
Help individuals and organizations to co-ordinate initiatives, programs and funding.

CONVENER
Draw people and organizations together to explore, strategize and work through opportunities and challenges.

EDUCATOR
Communicate, support and develop knowledge and understanding.

CAPACITY BUILDER
Improve the ability of other organizations to deliver and partner on shared goals.

ADVOCATE
Influence decisions and policy through an organized effort.

BURNABY'S SHARED COMMITMENTS

Core to the Community Safety Plan is recognition that all City departments have a shared commitment and role to play in community safety. The diagram below shows the departments and divisions that have a role to play in the community safety initiatives.

BURNABY FIRE DEPARTMENT

Develops and maintains fire safety programs to protect people and their property through fire suppression, prevention, inspection, education and the provision of first response emergency medical care.

BURNABY RCMP

Develops and maintains policing programs to enhance public safety through crime prevention and reduction, community partnerships, education and law enforcement.

BYLAWS

Manages and enforces municipal bylaws to enhance public safety and social justice related to building and construction, transportation, licensing, noise, zoning, business, animal control, parks and recreation areas and more.

EMERGENCY MANAGEMENT

Develops and co-ordinates programs to reduce and prevent the impacts of emergencies, to increase community preparedness, and to enhance response to and recovery from emergencies.

COMMUNITY SAFETY PLAN

A Safe Community for All

PLANNING & BUILDING

Manages planning and development of the City and supports for sustainability related to land use, housing, civic land and buildings, social and economic development, heritage, environment and transportation.

ENGINEERING & TRANSPORTATION SERVICES

Plans, develops and maintains programs related to infrastructure, transportation, and environment to enhance public safety.

PARKS, RECREATION & CULTURAL SERVICES

Develops and maintains parks, recreation and cultural facilities, programs and services to provide inclusive experiences for all and to support a safe, healthy and engaged community.

CORPORATE SERVICES

Develops and manages programs and plans that engage and involve the public in civic activities and city life.

WORKING WITH OTHER LEVELS OF GOVERNMENT

All governments play a role in community safety. The Community Safety Plan complements and is supported by work at the national, provincial and regional level. The City of Burnaby is committed to collaborating across all levels of government to enhance community safety.

NATIONAL

Public Safety Canada, via the National Crime Prevention Centre (NCPC), provides national leadership on effective and efficient ways to reduce crime. The NCPC supports the Canadian Municipal Network on Crime Prevention (CMNCP). The CMNCP is a community of practice, which seeks to build capacity and mobilize Canadian municipalities to prevent and reduce crime and foster community safety and well-being.

PROVINCIAL

The Ministry of Justice, the Ministry of Public Safety and the Solicitor General are responsible for oversight of justice and public safety in B.C. The ministries work together to address a number of factors related to crime and justice. They focus on addressing service delivery demands and increasing costs, balanced with the national dialogue on improving access to justice.

The Community Safety and Community Services division leads the development of crime prevention programs in three key areas: preventing youth involvement in gangs, preventing sexual exploitation of children and youth, and restorative justice.

Emergency Management BC (EMBC) is the province's lead co-ordinating agency for all emergency management activities, including planning, training, testing and exercising.

The Insurance Corporation of BC (ICBC), through its Road Safety Program, provides safety education geared to all users of the road.

REGIONAL

Metro Vancouver plans for and delivers regional-scale services that impact safety. Its core services are drinking water, wastewater treatment and solid waste management, and the regulation of air quality, the planning of urban growth, regional parks system management and the provision of affordable housing.

TransLink, the region's transportation agency, plans and manages the region's transportation system. This includes funding the operation, maintenance and rehabilitation of the Major Road Network and overseeing the delivery of public transit service.

Metro Vancouver also has the Metro Vancouver Transit Police, a police force dedicated to TransLink.

THE COMMUNITY SAFETY PLAN

STRATEGIC FRAMEWORK

OUR PRIORITIES

INITIATIVES

CROSS-CUTTING ACTIONS

STRATEGIC FRAMEWORK

VISION

Burnaby is a safe community for all.

Our vision describes what we want our work to achieve, and what we aspire to do for our community. The concept of community was a core recurring theme throughout our engagement and represents the sense of connections that people have and want to have within Burnaby. The concept of a safe community for all speaks to our commitment to a just and inclusive city, for people of all ages, cultural and socio-economic backgrounds as a foundation of community safety.

MISSION

Bring people together to enhance community safety in Burnaby.

This mission statement places the emphasis on the City working more closely with other governments, agencies, businesses, community groups and residents to achieve our vision.

GOALS

The goals of the Community Safety Plan are set to provide a strategic focus, and to guide our work in the development of initiatives and actions that will support our mission. Each goal is explained further below along with potential measure(s) to track our progress and success.

GOAL 1: INCREASE FEELING OF SAFETY

Feeling safe is about people's perceived sense of confidence and security in being free from harm or injury – at home, school, work, on the road and in public. More broadly, a safe community provides people with a sense of personal safety and security.

POTENTIAL MEASURE

» Residents and business owners report improved feeling of safety

GOAL 2: REDUCE INCIDENTS OF SAFETY RISK

Risk can be considered the combination of an event, its likelihood and its consequences.[5] A safe city provides people with a low likelihood of experiencing an unsafe event on a daily basis and low to medium levels of harm or injury from that event when it occurs.

POTENTIAL MEASURES

» Decrease in Crime Severity Index rates
» Decrease in people at risk of or experiencing homelessness
» Decrease in illicit drug overdoses
» Decrease in fire-related deaths and persons injured
» Decrease in motor vehicle collisions and casualties
» Decrease in number of emergency service calls
» Decrease in impacts and consequences of climate change events

GOAL 3: IMPROVE COMMUNITY HEALTH

Health starts in our homes, schools and jobs and is affected by access to clean water, healthy food, housing, education, income, recreational opportunities and health services. Population health is often measured by the social determinants of health that indicate the degree to which people are able to meet their basic needs and experience physical, mental, social and economic health.[6] Enhancing community safety involves reducing risk factors that negatively affect health and increasing protective factors that increase people's health.

POTENTIAL MEASURES

» Average household income after-tax
» Increase in labour force in employment and decrease in unemployment rate
» Decrease in households spending more than 30% of income on shelter
» Increase in highest level of education
» Mode of transportation to work
» Vulnerability in early childhood (Early Development Instrument)
» Increase in health practitioners per capita
» Decrease in consumption of standard alcoholic drinks per capita
» Increase in self-rated general and mental health
» Decrease in chronic disease incident rates

GOAL 4: INCREASE COMMUNITY RESILIENCE

Resilience is about a community's ability to adapt, recover and continue to prosper when faced with unexpected social, economic and environmental events.[7] Increasing community resilience involves developing people's, organizations' (e.g. supporting community services provided by non-government organizations) and City departments' capacities, skills, assets and resources to reduce, prevent, prepare, respond to, withstand and recover from these events and crises.

POTENTIAL MEASURES

» Increase in rate of volunteerism across City and partner programs
» Increase in Festivals Burnaby applications for community events
» A majority of residents report having a strong sense of community belonging
» A majority of residents report having people to confide in
» Increase in participation in community policing and volunteer programs
» Increase in schools and students participating in safety programs and education

OUR PRIORITIES

A mix of initiatives and actions are needed to accomplish the Community Safety Plan's vision and goals. The Plan groups these initiatives and actions under five key priorities.

These priorities represent challenges and opportunities, informed by the City's Corporate Strategic Plan. These priorities organize our diverse set of strategic initiatives and actions that protect the community, reduce risk factors and make the most difference to community safety.

1

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

2

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

3

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

4

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

5

EMERGENCY MANAGEMENT
This priority is about the steps needed to prepare for, respond to, and recover from emergencies and disasters through co-ordinated and responsive programs.

INITIATIVES

Achieving our vision relies on the mix of existing, expanded and new strategic initiatives grouped in terms of the priority area they address and the objectives to which they most directly relate.

Hundreds of ideas for strategic initiatives and actions were considered from research, staff, community partners and the public. The strategic initiatives that follow were chosen for one or more of the following reasons:

» They build on established strengths, core competencies and effective initiatives

» They take the City into new and innovative areas where it can demonstrate leadership

» They make progress in more than one of the strategic priorities

» They benefit multiple stakeholders and meet multiple needs

» They have a track record of success in addressing specific safety risks

» They forge links across the social, environmental and economic dimensions of community safety

» They represent a collaboration between departments and/or service providers and provide some level of integration in service delivery

» They incorporate measures and targets that can be tracked over time
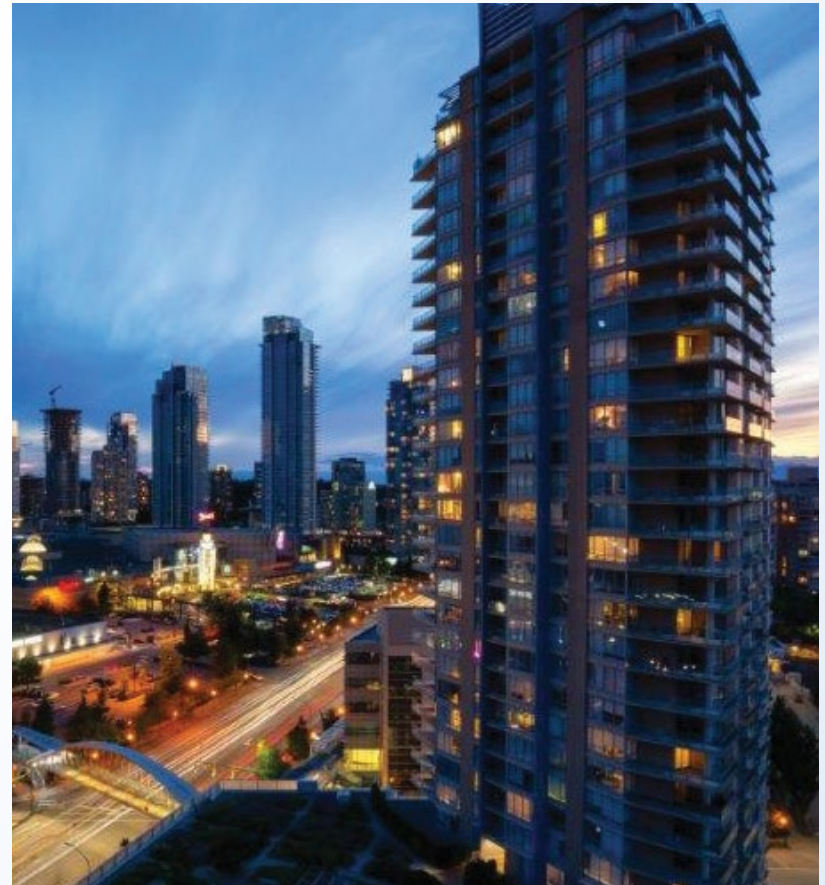
(1) PRIORITY

COMMUNITY AMENITY SAFETY

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

For the purposes of this Plan, community amenities refers to natural areas, parks, green space, public space, libraries, social services, childcare facilities, schools, community centres, arts and cultural facilities, civic buildings and non-market and supportive housing.

OBJECTIVE 1

Plan and design safe spaces and community amenities

Safe community amenities are established through sound planning and designs that encourage "complete communities" that offer a range of services close to home and that promote safety, inclusion and accessibility.

INITIATIVES

1.1   Housing

1.2   Lighting the Way

1.3   Civic Building Asset Safety Improvement

OBJECTIVE 2

Maintain safe spaces and community amenities

Well-maintained community amenities enhance safety by preventing and reducing opportunities for crime and anti-social behaviour, and improving perceptions of public safety.

INITIATIVES

1.4   Project IRIS

1.5   Homelessness Response

1.6   Parks & Natural Areas Enhancement

1.7   Pandemic Response

1.1   HOUSING

Housing is fundamental to people's feelings of safety and security, and only with housing in place can people thrive in other aspects of their lives. Like other municipalities in Metro Vancouver, Burnaby is experiencing significant housing pressures with high homeownership prices, low rental vacancy rates, an aging market rental stock, and long wait lists for affordable housing. Housing affordability is beyond the ability of local governments to fix on their own. Additional funding, regulatory tools, and partnerships are needed from senior governments to ensure housing is attainable for all.

The City has a variety of plans, policies, and programs to support access to safe, secure and attainable housing. Affordable and diverse housing options help facilitate inclusive communities where people can age in place and remain in their desired community as housing needs change. In 2019, the Mayor's Task Force on Community Housing formed as a priority initiative to explore strategies for improving housing. The Task Force's Final Report with 18 recommendations and 10 "quick starts" was received by City Council and the City has moved forward with several of their recommendations, including a revised Tenant Assistance Policy that better supports renters and a Rental Use Zoning Policy aimed at increasing the supply of affordable rental housing in Burnaby. Additionally, leveraging City assets for affordable housing remains an important City priority, including leasing City-owned lands at nominal costs and using Community Benefit Bonus Housing Funds to facilitate new projects.

The City is now developing a Housing Needs Report to understand current housing needs and emerging trends, to better respond to our changing community. A comprehensive housing and homelessness strategy is also underway to ensure housing options are available across the full continuum of housing choices. Recognizing that housing cannot be one size fits all, the City will be exploring ways to introduce new housing forms, types, and tenures into the community.

2019/20 DESIGN	2020 IMPLEMENTATION	2021 REVIEW

PRIORITY TEAM | Planning & Building Department

POTENTIAL INDICATORS

» Increase in total housing units
» Increase in non-market and market rental housing
» Decrease in the number of households on the wait-list for non-market housing
» Decrease in number of households at risk of homelessness
» Increase in number of City staff and stakeholders trained in Crime Prevention Through Environmental Design
» Number of new developments that apply Crime Prevention Through Environmental Design

1.2   LIGHTING THE WAY

Lighting is an integral part of urban life — it helps make roadways and pedestrian pathways safe, it enhances public spaces and allows people to enjoy the city at night.

Burnaby has many streetlights and lights along pedestrian pathways, in public spaces, parking lots and in some parks. Businesses and homes often have outdoor lights, to illuminate and create comfortable outdoor spaces.

The City of Burnaby is improving accessibility and safety of outdoor spaces at night by converting all streetlights to LED (Light Emitting Diodes). The conversion project has been very well received with careful attention to minimize light pollution, reduce glare and avoid shadows. There are also spaces (e.g. laneways and parks) where lighting will be enhanced.

To ensure effective and appropriate lighting in key public areas (e.g. near schools, in parks, on roadways and along walking/cycling pathways) the City will continue to light the way by converting pedestrian and trail lighting to LED and promote programs to add additional lighting.

2020 DESIGN　　**2021** IMPLEMENTATION　　**2022** REVIEW

PRIORITY TEAM | Engineering Department
Parks, Recreation & Cultural Services Department

POTENTIAL INDICATORS

» Number of lights converted to LED
» Number of new lights installed

1.3   CIVIC BUILDING ASSET SAFETY IMPROVEMENT

Civic buildings and infrastructure are the collection of physical assets that the City of Burnaby owns and manages. Safe and sustainable civic assets are critical for community safety and resilience. Many local governments face significant capital costs associated with the repair and replacement of aging and deteriorating civic buildings and infrastructure. Beyond the issue of deterioration, civic assets will need to be improved to accommodate the needs of a growing and diverse community.

The City of Burnaby is committed to delivering high levels of service while managing the costs of owning, operating and maintaining assets during their lifespan. The City is strategically focusing higher density residential and commercial development in the Town Centres and Urban Villages in compact land use patterns to minimize the need for new infrastructure. The City is also regularly identifying civic facilities for renewal through capital planning, asset management, the Facilities Renewal Program and the Accessibility Improvement Program.

To proactively manage the lifecycle of civic assets, the City will develop a Civic Building Asset Safety Improvement Program to improve service delivery and reduce building related risk through optimizing building asset management.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Planning & Building Department
Burnaby Public Library
Parks, Recreation & Cultural Services Department
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Completed facility condition assessments
» Facility software to house facility and building system, and condition and lifecycle information
» Number of civic building asset renewal and repair projects

1.4   PROJECT IRIS

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

The City will explore opportunities to adopt the Project IRIS (Integrated Resources for Investigations and Safety) initiative, which would create a camera registry that records the locations of cameras owned by the City, residents and businesses in Burnaby. Participation in the registry would be voluntary. The RCMP can then contact camera owners to determine if they are willing to share their footage in the event of a crime and investigation.

2020
DESIGN

2021
IMPLEMENTATION

2022
REVIEW

PRIORITY TEAM | Engineering Department
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Number of RCMP cases using CCTV footage
» Number of cameras in registry
» Number of businesses that use security cameras to protect their business and register their cameras on Project IRIS
» Increase adoption of CCTV Systems by businesses and residents

1.5   HOMELESSNESS RESPONSE

There are many factors that may lead someone to experience homelessness, including physical or mental health concerns, job loss, lack of income, weak social networks, insufficient supply of affordable housing, traumatic events, criminal activity, substance use and addiction issues. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, unhealthy, unsafe, and causes physical and mental suffering.

In 2018, the City undertook initial work to improve its response to homelessness. This included the opening of City-operated warming centres that provide a warm and welcoming space overnight for vulnerable people during the winter months. The City also worked in partnership with BC Housing and Progressive Housing Society to open the first year-round temporary emergency shelter. The shelter provides 40 beds for men and women experiencing homelessness in Burnaby.

The City also worked with BC Housing and Progressive Housing Society to advance the development of 52 studio units in the recently opened Norland Place supportive housing project. The City of Burnaby is committed to continuing to work in partnership with senior levels of government, private and non-profit sectors including the Burnaby Task Force to End Homelessness to address the root causes of homelessness.

Moving forward, the City will develop a housing and homelessness strategy in the ongoing effort to address local and immediate housing needs. Stable housing is the foundation for helping people stabilize their lives, and improve their quality of life and well-being.

2020 DESIGN   **2020** IMPLEMENTATION   **2021** REVIEW

PRIORITY TEAM | Planning & Building Department
Public Safety & Community Services Department
Parks, Recreation & Cultural Services Department

POTENTIAL INDICATORS

» Decrease in total homeless count
» Decrease in the number of households at risk of homelessness
» Number of individuals housed in temporary and permanent housing

1.6   PARKS & NATURAL AREAS ENHANCEMENT

Burnaby's neighbourhoods are interwoven with our natural landscape, with 25% of the City's land base protected as park and conservation areas. Natural and semi-natural areas support a high quality of life for people and provide critical ecosystem services that includes clean air and water, waste decomposition, nutrient cycling, carbon sequestration, habitat for diverse species, as well as social and recreational opportunities.

The City is dedicated to protecting and enhancing its ecosystems, parks, and natural areas while creating a safe, law-abiding environment for all residents and visitors. Some current and future initiatives include natural habitat restoration, trail and bridge upgrades and developments, perimeter lighting, hazardous tree assessment and removal, river and stream bank re-establishment, security site lines improvements, and 'Hide-a-Bag' bear-resistant garbage receptacle installation.

Burnaby is also committed to adding new green infrastructure and spaces where appropriate. Recent addition of the Willingdon Linear Park demonstrated the City's commitment to add green infrastructure to enhance safety for both pedestrians and cyclists. This scenic urban trail not only created an important link between the Burnaby Heights and Brentwood neighbourhoods, but also offered two pocket parks, water fountains, and an area to play, rest and relax.

The City will continue to monitor parks and green spaces to ensure they remain clean and safe for all residents and visitors to use. Staff will work with community organizations, residents and other groups to address issues related to personal safety and security. The Park Bike Patrol team approved by Council in 2019 now plays an integral role in the provision of safety in City parks and natural areas.

2021
IMPLEMENTATION

2022
REVIEW

PRIORITY TEAM | Parks, Recreation & Cultural Services Department
Engineering Department

POTENTIAL INDICATORS

» Increase in residents' perception of safety in parks
» Increase in number of park and green space safety improvements
» Increase in canopy cover

1.7   PANDEMIC RESPONSE

On matters of public health, municipalities, including Burnaby, are guided by the direction of health authorities, including local, provincial and federal. The City follows the advice of these authorities and takes into consideration the recommended actions.

On March 11, 2020, the World Health Organization declared the COVID-19 outbreak a pandemic. As directed by the City of Burnaby's Pandemic Guideline, Level 1 of the City's Emergency Operations Centre (EOC) was activated the same day. A Director was appointed to run the centre, supported by a team of City staff in the areas of planning, logistics, operations, documentation, communications and risk management. The EOC provided periodic updates to staff on emergency measures required and how they would affect City operations, events and businesses.

Steps for the coming months:

» Reopening strategy for City facilities and programs
» Modification to City facilities
» Enhanced cleaning protocols

These steps are vital in helping to reduce the risk of COVID-19 transmission and will help in establishing a safe recovery of City operations and services.

2020
IMPLEMENTATION & REVIEW

2021
UPDATE

PRIORITY TEAM | Public Safety & Community Services Department
Emergency Operations Centre

POTENTIAL INDICATORS

» Training staff on new procedures
» Reduction of touch points
» Enhanced cleaning protocols
» Modification of program delievery

» Provision of information on personal hygiene
» Facility and program enhancement
» Installation of physical distancing signs and floor markings
» Safe reopening of city facilities

COMMUNITY AMENITY SAFETY SUPPORTING ACTIONS

The following actions will help support the Community Amenity Safety priority.

Develop a public space stewardship program to explore opportunities for local businesses, non-profits and community groups to collaborate with the City on the stewardship of safe public spaces.

Work with Fraser Health to assess needs in specific areas such as elder care and support services, long-term care, youth specific services such as detox and addictions treatment, dental and eye care services for low-income households, and nurse practitioner clinics and medical labs.

Expand opportunities for resident engagement in community amenity safety through committees and engagement processes.

Support the Safe Place Program at fire stations and expand Safe Place locations to libraries, businesses and social service facilities.

Work with the Burnaby Access Advisory Committee to continue to develop and implement initiatives to improve public services and facilities to better accommodate persons with disabilities.

Expand the planning and delivery of community centres building programs to strengthen community connections, safety and resilience.

Work with social service agencies and community groups to conduct community safety audits on community amenities to monitor safety, to identify problems and solutions, and to provide consistent and timely responses to recommendations arising from safety audits.

Work with Fraser Health and community agencies to develop a more collaborative and effective response to single and multi-family residential hoarding situations.

Work with WorkSafe BC, Fraser Health and other agencies to ensure Burnaby-based businesses are operating in compliance with occupational health and safety regulations, Burnaby business licence bylaws and other safety regulations and to ensure businesses are providing safety orientation and ongoing training for all workers, where relevant.

2 PRIORITY

CRIME PREVENTION & REDUCTION

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

OBJECTIVE 1

Increase crime prevention

Crime prevention programs are aimed at preventing and deterring crimes from occurring. General crime prevention programs target the entire community or large subgroups within the community. Targeted prevention programs focus on vulnerable groups who will benefit most from interventions.

INITIATIVES

2.1 Child & Youth Safety

2.2 Substance Use Response

2.3 Ever-Greening Surveillance Program

OBJECTIVE 2

Increase apprehension & prosecution of offenders

The apprehension and prosecution of offenders refers to detecting crimes, and apprehending and prosecuting offenders, particularly prolific ones. It focuses on removing offenders from the circumstances where they are committing crimes and directing them to services and opportunities to reform their lives.

INITIATIVES

2.4 Cyber Security Outreach

2.5 Prolific Offender

2.6 Community Watch

OBJECTIVE 3

Increase rehabilitation & reintegration of offenders

A key feature of crime prevention is attention to the social reintegration of people once involved in crime into the community and interventions designed to reduce levels of recidivism. This focuses on providing people with opportunities to reduce risk factors, increase protective factors and to reform their lives, in prison and in the community.

INITIATIVES

2.7 Gang Enforcement & Education

2.8 Mental Health Response

2.1   CHILD & YOUTH SAFETY

Outreach to children and youth, in particular those vulnerable to criminal involvement, has proven to be an effective way to enhance community safety. The City of Burnaby is committed to working in partnership with the community to strengthen the support base for children and youth, ensuring they have a safe place in the city and a voice in decision-making. The City has a variety of plans, policies and programs to support child and youth safety.

Burnaby RCMP's Youth Investigative Team (YIT) has nine officers who work alongside the School District and other units at the Burnaby RCMP to ensure safety concerns and criminal acts at the schools are addressed and investigated. YIT is also tasked, along with the Burnaby RCMP's Traffic Services Unit, to address traffic safety concerns around schools.

In recent years, YIT has also launched several programs and events at schools including Choose Your Ride, Mini Blue and Pink Shirt Day. These successful events have built trust between police and students. The City of Burnaby will continue to support the Youth Investigative Team's work.

Burnaby is home to many post-secondary institutions, including Simon Fraser University (SFU) and British Columbia Institute of Technology (BCIT) that have a variety of community safety concerns and initiatives. The City will explore opportunities to develop a Safe Schools Partnership with the SFU Liaison Committee and BCIT for community safety projects of mutual benefit.

| **2020** DESIGN | **2020** IMPLEMENTATION | **2021** REVIEW |

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP
Burnaby Public Library
Burnaby Fire Department

POTENTIAL INDICATORS

» Number of school-based programs with safety lessons
» Number of children and youth reached each year
» Increase in the number of program participants
» Increase in the number of participants that report improved social development outcomes
» Reduction in program participants' truancy from school

2.2   SUBSTANCE USE RESPONSE

Substance use was consistently identified in the research and in our engagement as a major contributing factor to community safety issues in Burnaby. The City collaborates with the RCMP, Fraser Health, and Burnaby School District on a response plan to opioid substance use on a variety of response initiatives. The RCMP provides support through the enforcement of drug related offences, Fraser Health provides support from a health care perspective, and the Burnaby School District provides support from an educational perspective.

Specifically, the City works with the RCMP and Burnaby School District to increase school-based supports (e.g. substance use prevention curricula) to prevent and reduce harm from drug use (e.g. naloxone kits). Other institutions such as SFU, BCIT, and other Burnaby-based sports associations will be engaged to help identify and support vulnerable people struggling with substance use.

The City distributes naloxone kits to Burnaby RCMP and Burnaby Fire Department, and will explore the opportunity to expand the distribution to civic recreation facilities. Other opportunities may include working with Fraser Health to monitor drug overdoses to better understand vulnerable populations' needs and response strategies, supporting safe prescribing practices at acute sites/services and proactively reaching out to businesses and industry groups to inform how they can help with overdose prevention and needle recovery.

The City will continue to monitor public spaces to ensure they remain clean and safe for all residents to use and will establish a process for the safe disposal of needles. The City will work in partnership with the Provincial Government and Fraser Health to support the co-ordination and expansion of harm reduction strategies, treatment options, and outreach teams that provide services to people with serious mental health or substance use concerns.
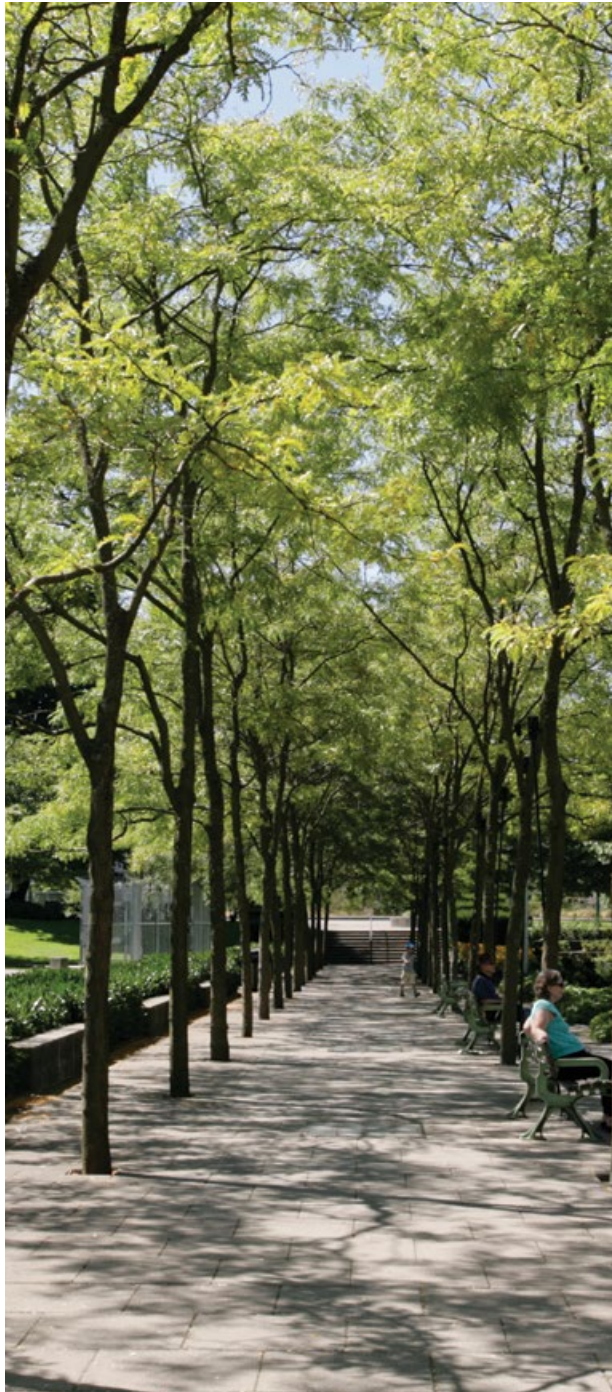
| 2020 DESIGN | 2020 IMPLEMENTATION | 2021 REVIEW |

PRIORITY TEAM | Public Safety & Community Services Department
Parks, Recreation & Cultural Services Department
Burnaby RCMP

POTENTIAL INDICATORS

» Decrease in the number of drug overdoses
» Number of staff members trained in the administration of nalaxone
» Decrease in the number of needles collected

2.3   EVER-GREENING SURVEILLANCE PROGRAM

Visible surveillance camera systems can be an effective tool to enhance safety for residents and visitors who use our community spaces. The City will expand and modernize its current surveillance systems. This initiative will strengthen the current infrastructure to deter, detect and investigate any crime that may occur by upgrading the City's current surveillance systems and identifying additional locations for new installations. This endeavor will create conditions that will reduce the risk of harm to residents, visitors and City employees. It will also protect against unauthorized access, detect attempted or actual unauthorized access, and activate an effective response.

2020 DESIGN	2020 IMPLEMENTATION	2021 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department

POTENTIAL INDICATORS

» Decrease in property claims/losses
» Increase in numbers of surveillance cameras
» Modernizing current surveillance infrastructure

2.4   CYBER SECURITY OUTREACH

The Internet has become a part of our daily lives through our cell phones, computers and tablets. Cyber security is an important and emerging issue in personal safety. The ubiquity of the Internet, social media, and changes in perceptions about privacy of data create new risks to personal safety in virtual space. The ways we interact online are almost endless and the impacts of negative interactions can be significant, from cyber-bullying to scams and fraud.

The Cyber Safety Outreach Program will be developed to provide residents and businesses with a range of cyber security education and resources to reduce the incidence of cybercrimes and to improve safety online.[8] The program will aim to improve online safety education, promote safe and informed online behaviour, and help residents and businesses identify strategies and supports available to assist them with issues. Group and individual-based activities, realistic scenarios, reference documents, resources, and handouts will be developed to assist residents and businesses in understanding Internet safety, how to make informed decisions online and how to protect oneself in the event of a safety issue. Activities and resources will be tailored to specific vulnerable groups, especially children and youth, and adapted for use at home, school and work.

2020 DESIGN	**2020** IMPLEMENTATION	**2021** REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP

POTENTIAL INDICATORS

» Increase in the unique visitors to the cyber security website
» Increase in the number of downloads of resources
» Increase in the number of education sessions delivered
» Increase in the number of cyber safety outreach participants
» Decrease in rate of cybercrime victimization among program participants

2.5　PROLIFIC OFFENDER

Emerging research in correctional literature indicates that a minority of offenders commit a disproportionate amount of crime.[9] This has spurred a variety of programs that focus on inter-agency collaboration as a means of improving offender outcomes and increasing community safety. Prolific offenders have been operated in a number of communities in B.C. and results indicate that enrolment is associated with a decrease in recidivism and an increase in health and social service use.

Burnaby has a Prolific Offender Suppression Team that follows an offender throughout the criminal justice system to assess and address factors that cause the offender to commit crime. This team will develop a comprehensive strategy to address and focus on activities and behaviours of prolific offenders.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP

POTENTIAL INDICATORS

» Reduced crime rate in pilot communities
» Reduced rate of re-offending by prolific offenders
» Improved compliance with sentencing conditions and treatment
» Improved co-ordination and cost effectiveness of service delivery in the social service and justice systems
» Improved outcomes for offenders (access to and maintenance of health, housing and other social services)

2.6   COMMUNITY WATCH

Community policing is a partnership between the City, RCMP, CUPE Local 23, and citizens to support a safe, secure and peaceful community. With a Community Police Office in each quadrant of the city, the Community Response Team work together with residents to address local issues through programs such as Block Watch, Business Watch, Crime Watch, City Watch and the Auxiliary Program. Block Watch provides residents with a way to take responsibility for their own safety by volunteering and being part of a community where neighbours get to know each other and watch out for each other's homes.[10]

Business Watch encourages business owners to take a proactive approach to crime prevention by joining a network of business owners who help each other by watching for suspicious and criminal activity through education, mapping, and reporting suspicious activity.[11] The City will work with this network to explore opportunities to conduct Business Safety Audits to track changes in crime and safety over time.

Crime Watch is a volunteer-based program in which volunteers act as an extra set of "eyes and ears" by observing and reporting suspicious activity to the RCMP.[12] Crime Watch volunteers perform regular patrols of the city, and check for stolen vehicles, stolen plates and suspicious activity.

City Watch is an initiative of the Canadian Union of Public Employees which combines the efforts of City of Burnaby staff, CUPE Local 23, Burnaby Fire Department and the Burnaby RCMP to prevent and reduce crime by encouraging municipal employees to be alert to suspicious and criminal activity they may witness on the job.

The Burnaby RCMP Auxiliary Program engages volunteers in assisting regular RCMP Members with limited duties related to community events and programs, crime prevention initiatives and community presence. Volunteers with Can-Bike training and certification ride alongside the Burnaby RCMP Bike section as part of the Community Engagement Bike Program.

2019 IMPLEMENTATION   **2020** REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP
CUPE Local 23

POTENTIAL INDICATORS

» Increase in number of residents reached
» Increase in volunteer hours with community policing
» Increase in auxiliary constable volunteer hours
» Increase in participant satisfaction with Block Watch
» Increase in the number of Block Watch groups
» Increase in the number of Business Watch participants
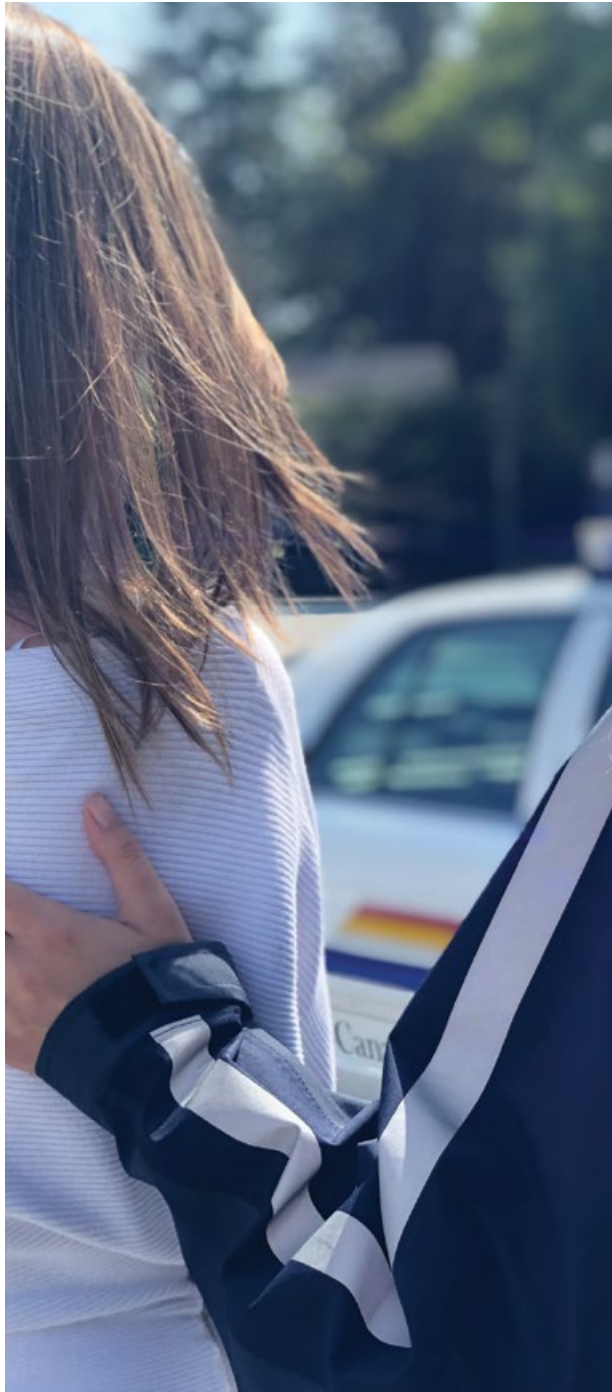
2.7   GANG ENFORCEMENT & EDUCATION

Concerns about gang involvement and violence associated with gangs was a theme in community engagement. While police and other agencies have a direct mandate to respond to violent crime and gang-related offences, there is a role for the City and its partners to play in supporting gang-exiting programs.

The "End Gang Life" program involves comprehensive gang education, prevention and awareness campaigns, and is run by the Combined Forces Special Enforcement Unit (CFSEU), a provincial policing agency.

The Burnaby RCMP would create a strategy to address the ongoing gang-related activities in the city, which would include both enforcement and education components. This would provide a permanent Burnaby-centric unit within the Burnaby RCMP to work alongside other units within the detachment to combat gang violence in the city.

2020 DESIGN | **2021** IMPLEMENTATION | **2022** REVIEW

PRIORITY TEAM | Burnaby RCMP

POTENTIAL INDICATORS

» Level of engagement with at-risk youth
» Number of files generated due to proactive outreach

2.8   MENTAL HEALTH RESPONSE

People with mental health concerns may experience extreme social isolation, a co-occurring substance abuse disorder, may require many medical and therapeutic services, and may have difficulties finding and securing housing and jobs. These factors put these individuals at risk of crime. These unique challenges require the development of a community-based treatment model of continuing care to address the risks, needs and vulnerabilities of people with mental illness.

Burnaby RCMP will collaborate with Fraser Health and other partners to collect data on vulnerable populations and provide and expand, where needed, mental health response programs and services for people suffering from mental health issues. Burnaby RCMP's Mental Health Co-ordinator can expand their efforts to work with multidisciplinary teams (social workers, nurses, psychiatrists, community support and peer support workers) to provide services to adults experiencing serious and persistent mental illness.

The Burnaby School District can be supported to continue and expand school-based mental health supports,[13] and the City can engage institutions such as Simon Fraser University (SFU)[14] and the British Columbia Institute of Technology (BCIT)[15] to support programs for people struggling with mental health issues.

2019/20 DESIGN	2020 IMPLEMENTATION	2021 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP

POTENTIAL INDICATORS

» Self-rated mental health
» Self-rated sense of belonging
» Suicide rates
» Mental-illness related disability claims
» Number of people hospitalized for a mental illness

CRIME PREVENTION & REDUCTION SUPPORTING ACTIONS

The following actions will help support the Crime Prevention & Reduction priority.

Update the RCMP's Crime Reduction Strategy to address emerging issues and trends, and human resource needs to enhance service delivery to residents.

Support Burnaby RCMP investigators and staff to come together for CompStat, a forum to analyze crime data and to make plans to address people, places and issues compromising safety.

Support Burnaby Public Library programs and services to improve access to, and awareness of, safety information with direct outreach to vulnerable people.

Promote a living wage for all Burnaby residents to ensure families can afford their basic needs reflected by the actual cost of living in Burnaby.

Support and expand educational seminars through the Safe Community Series.

Work collaboratively with RCMP and other partners to develop neighbourhood specific plans and responses to address priority issues including, but not limited to, gang or drug-related violence and offences, domestic violence and property theft-related crimes.

Support Burnaby's most vulnerable populations to crime through direct engagement in City agencies, committees, boards, community programs and services.

Expand the distribution of safety information to residents through a variety of platforms, such as through the City's web page, social media, the monthly "CommSafe" feature in the Burnaby Now, crime statistics reports, maps and research on the City's website, crime prevention seminars, Shaw Cable and SFU and BCIT communications networks. Promote BC211, a "one-stop shop" B.C.-wide multilingual, 24/7 telephone service for the public to get information about safety programs in the community.

Work with academic researchers to better understand the root causes of criminal behavior and best practice solutions.

Continue to promote the early and consistent reporting of crime through public education.

Continue to support the anti-bullying Pink Shirt Day campaign, and RCMP members participate in activities with students to raise awareness about the campaign.

Continue to work with BC RCMP, Burnaby RCMP, Correctional Service Canada and others to implement the Provincial Outlaw Motorcycle Gang Strategy to address motorcycle gangs, informed by the Provincial Tactical Enforcement Priority Policing Model.

Continue and enhance initiatives known to prevent and reduce drug use, to suppress illicit drug markets, importers, suppliers and traffickers to reduce harm and improve access to treatment. Support the development of drug trafficking initiatives.

Continue to work with the BC RCMP's Safe Handling Project Team to implement policies related to safe handling of toxic substances including fentanyl for all first responders. Consider expanding training to social service agencies on the frontlines.

Support the Child Abuse / Sexual Offence Unit to continue to employ and expand victim centred approaches to the sexual exploitation of children and youth.

Support the co-ordination and expansion of crime detection, through the Criminal Analysis Unit to help Burnaby RCMP and other law enforcement agencies identify and apprehend suspects.

3 PRIORITY

TRANSPORTATION SAFETY

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

OBJECTIVE 1

Plan, design and build safe transportation infrastructure

Planning, designing and building safe infrastructure for all users of the transportation system improves access for all people to travel in and around the city. It emphasizes redesigning and reorganizing existing infrastructure and providing new infrastructure that delivers more mobility options and separates pedestrians and cyclists from other forms of transportation. It includes a variety of public realm improvements that increase safety for vulnerable users, as well as make it easier and more enjoyable for everyone to move in the city.

INITIATIVES

3.1   Burnaby Transportation Plan

3.2   Street Safety Improvements

OBJECTIVE 2

Promote safe travel behaviour

Promoting safe travel behaviour is about providing safety education and encouraging alternatives to driving. This includes programs that emphasize and teach safe behaviours for all users and all modes (walking, cycling, transit and driving) to lower the risk of injuries and fatalities on Burnaby's transportation networks. In addition, encouraging active transportation (walking and cycling) and transit results in healthier lifestyles, reduced environmental impacts and generally safer streets.

INITIATIVES

3.3   Safe & Active Schools

3.4   Safety Campaigns

3.1   BURNABY TRANSPORTATION PLAN

The City is creating a new Burnaby Transportation Plan which will include a new vision, themes, goals, targets, policies, actions and networks. It will establish a long-term framework for how to move people, goods and services in the city.

The Transportation Plan will take a holistic approach to transportation and will address public realm, walking and accessibility, cycling, public transit, goods and services movement, and driving. As referenced in the Transportation Plan, The Federal Government regulates movement by rail. However, the City can work with other levels of government to manage the impacts of rail traffic including congestion and safety at at-grade crossings. It will provide an approach to new technology and future opportunities as they arise. It will also include specific policies and actions to improve safety and accessibility in the city and reduce injuries and fatalities for all modes.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Engineering Department
Public Safety & Community Services Department
Planning & Building Department

POTENTIAL INDICATORS

» Number of motor vehicle injuries and fatalities
» Number of pedestrian injuries and fatalities
» Number of cyclist injuries and fatalities
» Number of railway injuries and fatalities

3.2   STREET SAFETY IMPROVEMENTS

Street design and safety were consistently identified in research and in the public engagement process as major contributors to community safety issues in Burnaby. The City is committed to improving the safety and accessibility of Burnaby's transportation network through ongoing and regular safety improvement projects.

The City partners with ICBC, TransLink and provincial road authorities to build and maintain safe roads, fix high traffic collision locations and advance improvement projects for roads, bike routes and urban trails.

Burnaby has a strategic focus on investing in 'complete streets' that are designed to be safe for people of all ages and abilities who walk, cycle, wheel, take transit or drive. The City will maintain and implement improvements to the city-wide pedestrian network, giving consideration to the connectivity, safety, comfort and attractiveness of sidewalks and footpaths to improve walkability.

Pedestrian improvements will be undertaken to improve safety and access. These improvements may include adding new sidewalks, increasing the width of existing sidewalks, adding curb cuts at intersections, adding crosswalks, providing pedestrian-activated audible traffic signals with accessible control panels, providing supports for climbing hills (ridges, railings) and improving lighting.

The City will continue to raise the standard of cycling infrastructure to support safe bicycle movement by building new and improved cycling facilities with better connections to important destinations within the City, and to neighbouring municipalities. In addition, the City will continue to improve 'end of trip' facilities and other amenities to enhance the cycling experience.

The City will also support efforts of the Burnaby School District and other organizations to develop safe routes to school to encourage physical activity and independence in children and youth.

2020
DESIGN

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IMPLEMENTATION

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PRIORITY TEAM | Engineering Department
Planning & Building Department
Burnaby RCMP
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Number of motor vehicle injuries and fatalities
» Number of pedestrian injuries and fatalities
» Number of cyclist injuries and fatalities
» Inventory of bicycle routes
» Number of transportation safety and accessibility improvement projects
» Inventory of sidewalks

3.3   SAFE & ACTIVE SCHOOLS

Transportation around schools affects the safety of children, youth and young adults, as well as the broader community. The City of Burnaby has the authority to establish school crosswalks and zones, install regulatory signs to control speed and manage parking, and other traffic control devices in the vicinity of schools to alert drivers to the presence of school children. The Burnaby School District co-ordinates and manages the student and adult school crossing guard program.

The City will collaborate with the Burnaby School District, ICBC and RCMP to develop a Safe and Active Schools Program, which educates and trains children and youth on safe active travel. The program will focus on four main components: infrastructure improvements; safety assessments of school neighbourhoods; promotion of walking and cycling to school among elementary school children (School Travel Planning); and support and training of elementary children in riding bikes and general road safety.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby RCMP

POTENTIAL INDICATORS

» Number of schools and children participating in program
» Increased targeted enforcement of road safety laws in the vicinity of schools
» Increased awareness and education about road safety among children and youth participants
» Decrease in traffic incidents involving children in school zones

3.4 SAFETY CAMPAIGNS

Public awareness campaigns have a significant impact on behaviour with regards to the transportation system. Current examples of road safety campaigns in Burnaby include Speed Watch and Cell Watch.[16] The Speed Watch program involves Burnaby RCMP and community volunteers monitoring vehicle speeds in school and playground zones, high crash zones and neighbourhood streets, giving motorists instant feedback on how fast they are driving, and ultimately decreasing preventable motor vehicle collisions and resulting injuries or fatalities. The Cell Watch program aims to reduce distracted driving, such as talking and texting while behind the wheel.

In addition, bicycle and pedestrian education and awareness campaigns are important to educate and promote safety for all road users. Examples include community bike fairs at schools, streetwise cycling courses, Bike to Work Week, and Bike to School campaigns. The City will continue to work with the RCMP, Burnaby School District, non-profit organizations, and businesses to promote safe transportation behaviours and awareness.

2019 IMPLEMENTATION

2020 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Engineering Department
Burnaby RCMP

POTENTIAL INDICATORS

» Number of residents exposed to safe driving messages at events
» Average speed of vehicles in target areas
» Number of motor vehicle injuries and fatalities

TRANSPORTATION SAFETY SUPPORTING ACTIONS

The following actions will help support the Transportation Safety priority.

Support the creation of a new Burnaby Transportation Plan to establish a holistic, long-term framework for moving people, goods and services in the City.

Provide up-to-date road condition reports to the traveling public through traveller information outlets, visuals and information on social media.

Support the co-ordination and expansion of distracted driver enforcement through research and data gathering, education and public awareness, technology and enforcement.

Support the Criminal Collision Investigative Team to investigate traffic collisions.

Support the RCMP Traffic Team in working with schools, community organizations and groups to promote traffic safety for the public in Burnaby (e.g. through educational presentations, responding to driving complaints, patrols and partnerships).

Explore Data Driven Approaches to Crime and Traffic Safety (DDACTS) to reduce motor vehicle collisions and crime and encourage safe road use. The program collects local collision data, identifies target locations (with higher collisions and higher crime) and increases highly visible traffic enforcement in those target areas to fight crime and reduce traffic crashes and violations.

4 PRIORITY

EMERGENCY SERVICES

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

There are three primary first responder emergency services in Burnaby: police, fire and ambulance and paramedics. There are also a variety of other groups and organizations that respond to emergencies including lifeguards, park rangers, public utilities, public works, traffic officers, the emergency preparedness co-ordinator, poison control, animal control and medical services.

OBJECTIVE 1

Increase the responsiveness of emergency services

Responsive emergency services refer to the ability of services to act efficiently and effectively to respond to urgent incidents to stop harms, minimize victimization and hold individuals and organizations responsible.

INITIATIVES

4.1   Building Readiness Program

4.2   First Responder Resiliency

4.3   Burnaby Fire Department Dispatch Study

4.4   Burnaby Fire Department Fire Services Review

OBJECTIVE 2

Enhance integrated services for vulnerable populations

Integrated service delivery involves the collaborative effort of service providers and stakeholders to address community issues in a comprehensive and co-ordinated way. Vulnerable populations, with multiple and complex challenges, often benefit from this approach.

INITIATIVES

4.5   Community Services Portal

4.6   Burnaby Mobilization & Resiliency Table (B-MART)

4.1   BUILDING READINESS PROGRAM

Burnaby is growing into a major urban centre with diverse multi-family residential buildings that can make it challenging for emergency service providers to rapidly and effectively respond to emergency situations. Response time and the ability of emergency services to access multi-residential buildings can greatly affect and be a determining factor in the outcome of emergency calls.

Buildings with smart technologies store and serve data about buildings (e.g. floor layout, building assets, firefighting equipment, evacuation plans) and can be used for emergency response situations. For example, occupants can be notified through apps of an emergency (e.g. through app notifications, emails, SMS and PA systems), and first responders and occupants can use smart or browser-based apps to access cameras, motion sensors and other devices to verify a fire or movement of people.

The City's current Emergency Radio Building Amplification Bylaw requires the installation and maintenance of in-building radio amplification systems to provide uninterrupted public safety and emergency response network communications. In-building radio amplification systems help to provide a solid foundation for safe and effective radio communications for emergency response.

The City will explore opportunities to increase access to new and existing multi-family residential buildings by emergency services. Burnaby RCMP will collaborate with building management companies to establish a program, such as a Voluntary Building Access Program, where emergency services can gain access to multi-family residential buildings that opt into the program.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Planning & Building Department

POTENTIAL INDICATORS

» Increase number of buildings with emergency radio amplification systems
» Number of multi-family buildings that are participants in a Building Access Program

4.2   FIRST RESPONDER RESILIENCY

First responders deal with stressful and traumatic events that impact their mental health and resilience. The City of Burnaby is committed to providing emergency service providers with more tools and strategies to better prepare and support themselves, their peers and their organizations in the face of trauma and stress.

The Fire Fighters Resiliency Program was designed through collaboration between the BC Professional Fire Fighters Association and the Men's Initiative at the UBC Faculty of Medicine. It is a peer-helping-peer model that assists first responders to maintain or regain resilience while taking better care of each other. The program outcomes suggest that given the right tools and conditions, first responders can be a tremendous resource to each other, helping them access their own strength and courage during times of struggle.

The City will develop a First Responder Resiliency Program, in collaboration with community partners and institutions, to assist first responders in maintaining or regaining resilience during and post trauma. In the program, first responders will learn resiliency practices to manage stress and foster personal and professional development. Program curriculum could focus on resiliency skill sets related to goal setting, nutrition, exercise, sleep, relaxation, ABCs (activating events, beliefs and consequences), perspective, self-defeating thoughts, empathy, wins and losses, reaching out and social support.

2020 DESIGN	**2021** IMPLEMENTATION	**2022** REVIEW

PRIORITY TEAM | Public Safety & Community Services Department

POTENTIAL INDICATORS

» Improved outcomes for first responders
» Self-reported mental health among first responder resiliency program participants

4.3   BURNABY FIRE DEPARTMENT DISPATCH STUDY

The Burnaby Fire Department (BFD) Emergency Dispatch Centre provides professional call-taking and dispatch for the Burnaby Fire Service. BFD is committed to advancing its dispatching service, identifying and advancing best practices for innovation and improved service levels.

The BFD will explore relocating the current Emergency Dispatch Centre from Fire Hall 1 to Fire Hall 7. Fire Hall 1 has significant space constraints, security challenges (it was not designed as an earthquake resistant structure), privacy limitations, and gaps in equipment and technology for dispatching service.

Moving the Emergency Dispatch Centre would deliver a number of benefits, including:

» Larger dispatch workforce for increased coverage in major and extended events
» A facility with enhanced security and back-up provisions
» Cost benefits through shared resources, infrastructure and space
» Access to appropriate call-taking and dispatch equipment, technology and furniture

Overall, moving the Emergency Dispatch Centre to a post-disaster building would better enable the BFD to provide efficient and effective emergency response as call volumes rise in the years to come.

| **2020** DESIGN | **2021** IMPLEMENTATION | **2022** REVIEW |

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby Fire Department

POTENTIAL INDICATORS

» Number of dispatch workforce
» Increased facility safety and security
» Number of calls for service
» Improved call response times

4.4   BURNABY FIRE DEPARTMENT FIRE SERVICES REVIEW

The City of Burnaby is conducting a comprehensive Fire Services Review (FSR) to ensure the Burnaby Fire Department (BFD) continues to efficiently and effectively deliver fire protection and related emergency services to the community. A key component of this engagement will be to review current fire services, understand why they are required, how they are being performed, identify gaps and determine priorities going forward to address the gaps. For example, this review will assess the potential risks arising from industrial growth and our ability and resources to contain and suppress challenges in the following areas:

» Fire and pipeline leak in petrochemical industries
» Explosion in hydrogen fuel cell production
» Protection of stock and economic loss in big box tilt up warehouses

The Fire Services Review will also recommend strategies and action plans while closing any gaps in service demand.

The review will create a framework to assist staff in setting priorities and allocating resources to deliver fire services and emergency response to the community. The process will involve background research including reviewing levels of service, current and future demand for service, regional comparators, core functions, training, and administration. The outcome will be a prioritized list of goals, metrics and key performance indicators, as well as capital projects, initiatives and infrastructure that will be submitted to City Council for consideration.

2020 DESIGN	**2021** IMPLEMENTATION	**2022** REVIEW

PRIORITY TEAM | Public Safety & Community Services Department
Burnaby Fire Department

POTENTIAL INDICATORS

» Fire service delivery model consistent with the consensus standards identified in National Fire Protection Association 1710
» Response time to an emergency

4.5   COMMUNITY SERVICES PORTAL

When vulnerable residents are connected to community amenities and services, they are less likely to become victims or perpetrators of crime. This enhances community safety for the whole community.

Burnaby Public Library provides a database of links to programs and services available in Burnaby through their website. To build on this database the City of Burnaby will develop a Community Services Portal, a centralized online platform to engage with residents. The portal will provide links to programs, services and resources available in Burnaby in an accessible way, as well as opportunities to connect with agencies and service providers and to share input through surveys, idea boards, discussions and polls. The portal will provide a comprehensive resource for vulnerable people to increase their awareness of and access to supports available in Burnaby.

| 2020 DESIGN | 2021 IMPLEMENTATION | 2022 REVIEW |

PRIORITY TEAM | Parks, Recreation & Cultural Services Department
Public Safety & Community Services Department
Corporate Services Department
Burnaby Public Library

POTENTIAL INDICATORS

» Increase in the number of users that indicate the web portal led to increased access to services
» Increase in the number of unique visits to the web portal
» Increase in the number of available services included on the web portal
» Increase in the number of respondents reporting they are aware of services included on the web portal

4.6   BURNABY MOBILIZATION & RESILIENCY TABLE (B-MART)

The Burnaby Mobilization and Resiliency Table (B-MART) is Burnaby's model for a flexible, action-oriented situation table established to identify and respond to a wide range of community and system-level issues that impact community safety and well-being. B-MART brings together professionals from a variety of disciplines including law enforcement, corrections, housing, health care, social services, income assistance, education and emergency response to identify vulnerable people in the community that are at imminent risk, to share information to mitigate risks and potential harm before crises occur.

The City will explore opportunities to expand the membership of the B-MART team to review cases where there is a high risk of harm, victimization or criminality for an individual or family and to develop and implement rapid response intervention plans. Increasing research, data analytics and information sharing protocols would be helpful for B-MART's issue identification process.

| 2020 DESIGN | 2021 IMPLEMENTATION | 2022 REVIEW |

PRIORITY TEAM | Public Safety & Community Services Department

POTENTIAL INDICATORS

» Increase in the number of participants receiving B-MART support that report improved access to support services
» Total number of referrals to B-MART

EMERGENCY SERVICES SUPPORTING ACTIONS

The following actions will help support the Emergency Services priority.

Review and increase first responder personnel where needed. This can involve prioritizing workloads, hiring a more diverse workforce, and developing personnel's capacity, certifications and skills to meet the challenges of their workload.

Conduct timely and accurate financial planning and reporting of emergency services in support of operations, and ensure accountability and alignment of priorities through ongoing consultation with partners and community leaders.

Co-ordinate communications, programs and services between people experiencing homelessness in Burnaby and service providers and residents/business/property owners.

Continue the monthly electronic Crime Reduction Bulletin, which includes maps of monitored crime types and related crime prevention tips distributed to interested community members.

Support and expand, where needed, the Burnaby RCMP's Drug Trafficking Initiative.

Expand the reach of the Fire Cadet Camp to high school students across Burnaby. This program educates students about the services the Fire Department provides and firefighting as a career choice.

Expand Wildfire Operational Programs.

Enhance the emergency services partnership with Burnaby General Hospital.

Recruit, train and expand specialized response teams for emergencies and disasters, such as an Urban Search and Rescue Team (HUSAR).

Enhance fire service coverage to the SFU and Big Bend areas.

Expand Fire Department Platoon staffing levels to address changing needs due to industrial projects and city growth, including establishing the ability to provide response to parallel 2nd Alarm Events.

Support and expand, where needed, Burnaby RCMP units and teams, including Community Policing, the Youth Investigative Team, Crime Prevention Unit, Mental Health Coordinator, Child Abuse/Sexual Offence Unit, Economic Crime Unit, High Risk Offender Unit, Robbery Unit, Property Crime Unit.

Maintain Burnaby's standing as a Class A member of E-Comm.

Work with the Burnaby RCMP to identify new opportunities to profile its non-emergency presence in the community and to complement current initiatives (e.g. presentations to school children, 'meet your police' community events, sports activities with youth, personal safety workshops at City venues).

Continue to upgrade Burnaby's Drug Processing Lab to process deadly street drugs (e.g. fentanyl).

Expand Watercraft and Ice Rescue Operational Programs.

Grow and enhance the Fire Department's capabilities in base services and special operations services.

Staff Fire Companies to maintain minimum National Fire Protection Association (NFPA) standards.

Expand Structural Collapse and Trench Rescue Operational Programs.

Support the Burnaby RCMP detachment representation at community outreach events throughout the city.

Enhance water supply infrastructure on and around SFU.

Enhance first responders cultural competence through education, training, and awareness to improve service delivery, particularly to diverse and Indigenous communities.
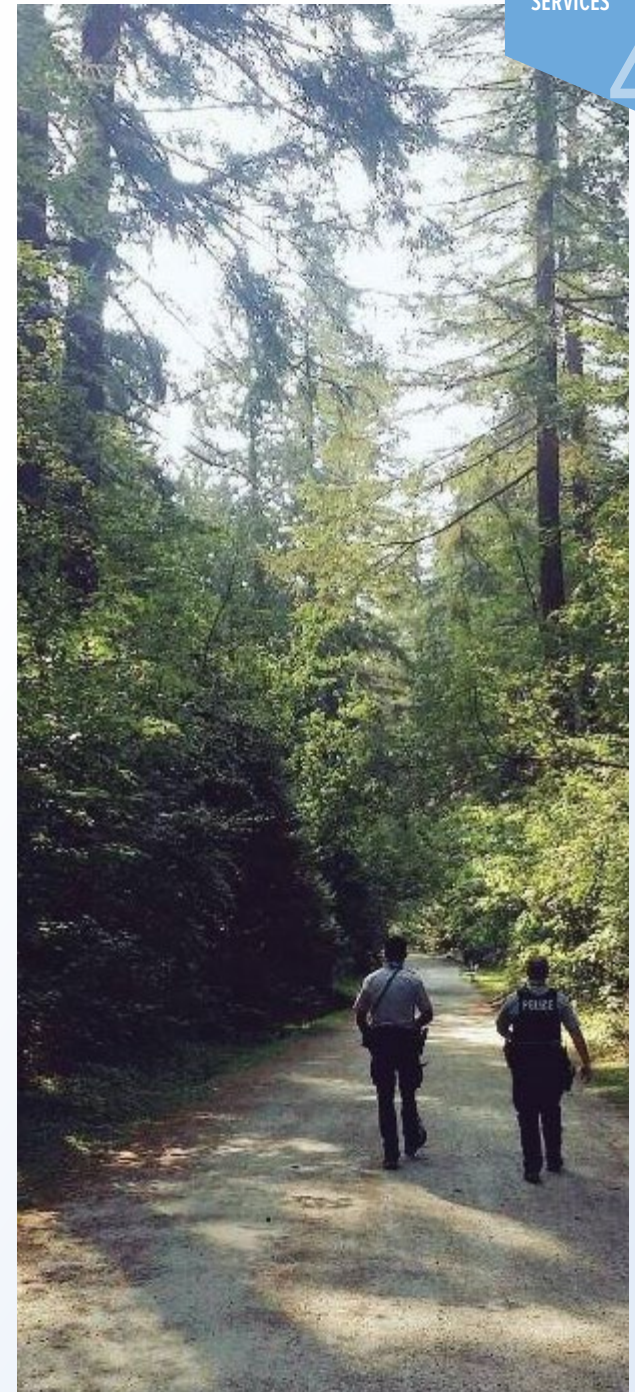
5 PRIORITY

EMERGENCY MANAGEMENT

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

The categories of risk associated with this priority are natural hazards (e.g. earthquakes, coastal storms and flooding), human-made hazards (e.g. hazardous materials spills and leaks) and climate change impacts (e.g. average temperature increases, changing frequency and intensity of rainfall and extreme weather events).

OBJECTIVE 1

Reduce & prevent the impacts of emergencies

Mitigation and prevention include activities designed to eliminate or reduce the impacts of hazards before an emergency occurs.

INITIATIVE

5.1 Earthquake Strategy

OBJECTIVE 2

Increase preparedness to respond to major emergencies

Preparedness means being ready to respond to a major emergency and manage its consequences through measures taken prior to an event. This includes plans or preparations that help save lives and support response and rescue operations.

INITIATIVES

5.2 Emergency Response & Strategies

5.3 Fire Home Safety

OBJECTIVE 3

Enhance response to and recovery from emergencies

Response refers to actions taken during or immediately after an emergency or disaster to manage consequences and minimize suffering and losses. Recovery refers to measures to repair, restore and rehabilitate a community after a local emergency. Recovery can involve enhancing the self-sufficiency and resilience of individuals, families, communities and organizations.

INITIATIVES

5.4 Emergency
      Operations Centre

5.5 Emergency Support Services

5.6 Mass Notification System

5.1   EARTHQUAKE STRATEGY

Earthquakes are low-probability, high consequence events that have the potential to impact the entire community like no other natural hazard event. The City is committed to working in partnership with other levels of government, private businesses, non-profits, residents, and community groups to help assess and reduce earthquake risk across the community.

The City will develop an Earthquake Preparedness Strategy to assess and address earthquake risk to people, buildings and infrastructure, and identify actions to enhance response capacity. This strategy will aim to improve the resilience of the community where individuals, families, businesses and organizations can prepare for, respond to and recover from earthquakes. It will also explore options to reduce building and infrastructure damage and the associated impacts on our community. The City will ensure plans and staff are ready and equipped to support the co-ordination of emergency response and recovery.

Developing an Earthquake Preparedness Strategy will require compiling what is known about the earthquake hazard and risk in the community, assessing the likely impacts and consequences of a significant event, and establishing a baseline for developing priority actions to reduce risk and enhance capacities for preparedness and response through an action plan. This ensures planning, implementation and investments are based on modelled evidence of the expected order of magnitude of earthquake impacts in terms of human health and safety, temporary shelter requirements, and damage to buildings and critical infrastructure.

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IMPLEMENTATION

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PRIORITY TEAM | Emergency Planning Division
Public Safety & Community Services Department

POTENTIAL INDICATORS

- » Number of earthquake preparedness actions
- » Increase in number of residents and businesses engaged in response planning and actions
- » Increase in number of households prepared for a seven day earthquake emergency
- » Increase the personal preparedness of City employees
- » Number of seismic assessment and condition audits for City facilities
- » Number of Earthquake Early Warning Sensors in first response organization facilities (fire, police, ambulance stations), schools (public and private), and City facilities
- » Earthquake Notification System
- » Number of municipal resource emergency equipment and supply stockpiles
- » Development of a Burnaby-centric Bylaw related to seismic resilient requirements for renovation and new construction

5.2   EMERGENCY RESPONSE & STRATEGIES

Burnaby's Emergency Program is an active and progressive program that works toward building a resilient community, one that is as prepared as possible in the event of a disaster. The program involves the preparation of plans, strategies and initiatives that follow the four pillars of emergency management: mitigation and prevention, preparedness, response, and recovery. These elements are embedded in Burnaby's Emergency Management Program.

City staff and trained emergency volunteers deliver emergency preparedness awareness information and training to residents, businesses and organizations through disaster preparedness exercises (e.g. the Great British Columbia ShakeOut earthquake drills) and public events (e.g. the Disaster Chef Cooking Contest). The City will consider expanding the delivery of emergency preparedness awareness information and training to residents, businesses and organizations, in particular to vulnerable populations such as newcomers, in diverse languages.

The City's Emergency Plan will be reviewed and updated in concert with the Province of British Columbia Emergency Program Act. Components of the review will focus on an assessment of emergency plans for vulnerable populations.

The City has conducted the Hazard, Risk, Impact and Vulnerability Assessment (HRIVA) to assess local hazards, risks, impacts and vulnerabilities, and established guidelines such as Disaster Debris Management (DDM) and Flood Management Guidelines, for emergency response. There is an opportunity to update the HRIVA to include a spatial analysis of natural hazards of greatest concern and to prioritize strategies and actions based on this spatial analysis at a citywide and neighbourhood scale. Additional steps to preparing for emergency response will include providing regular emergency management training to City staff, and relaunch of the Neighbourhood Emergency Preparedness Program or developing a Resilient Neighbourhoods Program to further build the capacity of neighbours to help neighbours in the event of an emergency through existing neighbourhood-level programs and networks (e.g. Block Watch).

2021
IMPLEMENTATION

2022
REVIEW

PRIORITY TEAM | Emergency Planning Division

POTENTIAL INDICATORS

» Number of Neighbourhood Emergency Preparedness Program participants
» Number of updated emergency preparedness plans and guidelines
» Number of training materials distributed in a diversity of languages

5.3   FIRE HOME SAFETY

Fire is one of the most common risks in our homes. The Burnaby Fire Department (BFD) is committed to providing the highest level of fire-related emergency services to protect life and property in the event of a fire through a variety of programs and services.

BFD supports staff to enhance and upgrade their skills in emergency response, public education and fire prevention. They also offer opportunities for residents to learn fire protection, fire safety, fire prevention and proper fire extinguisher usage.

The Burnaby Fire Department will create a Home Safe program to reduce the rate of residential fires, and fire-related death and injury among vulnerable populations. Burnaby firefighters will go door-to-door in high fire risk neighbourhoods and among vulnerable populations (such as seniors) to distribute fire prevention information and conduct checks to confirm homes are fitted with working smoke alarms. Fire prevention, escape planning, and kitchen fire safety will form the basis of education and outreach programs to the community.

2019
IMPLEMENTATION

2020
REVIEW

PRIORITY TEAM | Burnaby Fire Department

POTENTIAL INDICATORS

» Increase in the number of residential fires with working smoke alarm present
» Number of site visits completed in target areas
» Percentage of homes where smoke alarms are validated in site visits
» Rate of fire deaths and injuries

5.4   EMERGENCY OPERATIONS CENTRE

Major emergencies can cover several jurisdictions and require large-scale government, private sector and voluntary agency response. In an emergency, residents will need to be warned and protected. Emergency services must be ready to care for the injured and give shelter to those who cannot remain in their homes. Communications systems must be in place, and someone must direct the response activities. There must be ways to assess the damage caused by the emergency, to return people safely to their homes, and to help people and businesses return to normal.

Emergency Operations Centres (EOC) play an important role in this emergency response. EOCs provide a way to centralize direction and control, co-ordination, and provide support resource in a major emergency.

The City will consider developing a purpose-built Emergency Operations Centre that meets City and community safety response requirements, and enables the co-ordination of City departments, government agencies, private sector, volunteer agencies and other interested parties. When designing the EOC, the City will work with partners to define its vision, identify a suitable location and design a functional space.

| **2020-22** DESIGN | **2022** IMPLEMENTATION | **2025** REVIEW |

PRIORITY TEAM | Emergency Planning Division
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Feasibility study completed for the EOC
» Hazard vulnerability analysis for the EOC
» EOC partnerships
» Number of city staff trained in EOC operations

5.5   EMERGENCY SUPPORT SERVICES

It is a legislated requirement to provide for the short-term needs of evacuees and response workers in an emergency situation. The City of Burnaby Emergency Planning co-ordinates and delivers a variety of programs, services and supplies for the physical and emotional well-being of evacuees in the first 72 hours of a crisis event. Recently, Emergency Planning Division purchased a Group Lodging Supplies Trailer with equipment and supplies to support barrack-style temporary lodging facility for people affected by a disaster.

The City will consider expanding its emergency support services through the acquisition of supplemental equipment and supplies distributed across the city.

2020 DESIGN	2021 IMPLEMENTATION	2022 REVIEW

PRIORITY TEAM | Emergency Planning Division
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Number of emergency support services
» Number and distribution of emergency beds
» Number of resilient reception centers/lodging centers

5.6 MASS NOTIFICATION SYSTEM

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

A mass 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. Residents are increasingly more dependent on mobile devices for information and communication. Because of the public's growing reliance on the Internet and cell phone technologies, additional and alternate methods are required. This can include ham (amateur) radio, text messaging, regular radio, social media, and physical alerting (sirens).

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 impeding disaster. The methods used to deliver these notifications are at the discretion of the City. 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, it is critical that a local electronic notification system communicating Burnaby-specific information, alongside federal and provincial systems, be added to the City's emergency management toolkit.

2020-22 DESIGN → **2022** IMPLEMENTATION → **2025** REVIEW

PRIORITY TEAM | Emergency Planning Division
Public Safety & Community Services Department

POTENTIAL INDICATORS

» Frequency of mass notifications
» Mass notification view rate
» Mass notification click through rate
» Mass notification opt-in rate for different messages and formats

EMERGENCY MANAGEMENT SUPPORTING ACTIONS

The following actions will help support the Emergency Management priority.

Continue to work with emergency managers across the Lower Mainland to plan and co-ordinate regional emergency preparedness, including through the Integrated Partnership for Regional Emergency Management in Metro Vancouver.

Create a Diversity Outreach Team to support the emergency management program's education and engagement activities with socially, culturally and economically diverse community members.

Develop a Corporate Fraud Risk Management Framework with policies, triage mechanism, guidelines and response plan to minimize fraud against the City.

Continue to implement, monitor, report and update the Emergency Plan and other plans including the Extreme Weather Response Plan to prepare for, respond to and recover from events that endanger or threaten to endanger people, property or environment.

Support the GIS Team's Snow Control app that combines real-time locations from the Burnaby Engineering and Parks fleet with several data sources to provide staff with a common operating picture when co-ordinating snow removal efforts.

Enhance the Burnaby Fire Department's operational capability to support industrial fire operations and spill responses.

Conduct a risk assessment of the Trans Mountain Pipeline expansion on Burnaby residents and develop a local safety plan for those risks.

Develop a Business Continuity and Disaster Recovery Program to support the City's ability to remain operational after an adverse event. The goal of BC/DR is to limit risk and get the City running as close to normal as possible after an event.

Continue to communicate emergency preparedness information to the public and to update the Emergency Program section of the City website to improve information for community preparedness.

Consider creating a City-sponsored program, which offers emergency kits at a discounted price to residents and schools.

Perform a city-wide Risk Assessment to identify high risks and related processes for City business, develop an advisory plan for Business Advisory Services (BAS) to review and provide recommendations to mitigate risks and enhance the operational efficiency of City business processes.

Continue to implement, monitor, report and update the Disaster Debris Management Program, as needed, which outlines how to safely and responsibly manage garbage, debris, and other solid waste that would be generated as a result of a natural disaster or other emergency.

Expand emergency services resiliency to a catastrophic regional seismic event and to other unique and critically impactful large incident potentials.

Expand the Department Air Monitoring Systems to ensure the accurate detection of hazardous substance releases.

Develop a system to visibly and consistently mark designated "disaster support hubs or resilience centres" (i.e., emergency gathering places) with a symbol (or other device) that would be used and highlighted in all associated communications materials.

Develop an Extreme Heat/Cold and Poor Air Quality Plan that could include the provision of mobile water fountains in key locations on hot days, the establishment of certain civic amenities as refuge centres on hot/cold days for vulnerable individuals, and the identification of civic facilities at which high efficiency particulate air filtering systems are in place for community use on days of poor air quality (e.g. smoke due to forest fires).

CROSS-CUTTING ACTIONS

Achieving our vision also relies on key actions that support the many interconnected aspects of community safety across all priority areas – from personal health, income and jobs to community inclusion, accessibility and connections.

The actions outlined here make progress in all priority areas, forge links across the different dimensions of community safety and represent collaborations between departments, governments, service providers, businesses, non-profit organizations, community groups and/or residents.

Conduct an annual review of performance measures and targets for each priority and strategic initiative.	Develop and conduct annual Public Safety and Quality of Life surveys to gather data to inform the future evolution of the Plan.
Support the use of data analysis and information sharing for program design and delivery in all priorities.	Improve efficiency and effectiveness of City service delivery through new and existing technology.
Develop a communications strategy to guide City communications about community safety initiatives and support communication systems and tools that provide ease of access to information and that encourage reporting and information sharing, especially among diverse community groups.	Explore opportunities to develop a mobile application for people to report safety issues to the City of Burnaby in any language.
Continue to convene the Public Safety Stakeholder Committee with partner agencies and residents to expand links between the community, programs and service delivery providers.	Continue to connect with the Interagency Council, a network of Burnaby community service providers, to expand the reach of community safety initiatives in diverse communities.
Work with the Burnaby Intercultural Planning Table and Burnaby Together to reduce all forms of discrimination, including those related to race, gender, age, sexual orientation and income level. Develop a suite of actions to reduce racism and discrimination and to enhance cross-cultural community connections.	Work with service agencies to assess local community health needs in specific areas and to advance high-quality local health services. Support the Healthier Community Partnership Initiative to improve the social and physical environments of communities and support all priority areas through a range of initiatives.
Publish public safety performance measures and targets on a central platform and in a user-friendly and accessible format.	Convene a Research Advisory Group to expand partnerships with researchers, academics, and all levels of government to research and develop programs and services that address niche community safety and access needs and that advance best practices.
The City will review and clarify the criteria for community grant funding streams to encourage a wider uptake of the available funding. Associated processes and application forms could also be made more user-friendly and advertised more widely.	Engage community members in the implementation of the Plan and strategic initiatives. Design and conduct a public survey to collect data on the priorities and strategic initiatives.

Develop and implement initiatives that enhance community connections to help improve people's real and perceived safety. Support the planning, development and delivery of neighbourhood activities and events (e.g. park or street parties, exercise in the parks, Family Day in the parks, Neighbour Day etc.), community grants (e.g. Festivals Burnaby) and other community services that enhance social engagement, participation and activity in the neighbourhood.

Support the development of a community-based food strategy and work with schools, social services and community groups to increase access to safe, healthy, local and culturally appropriate foods and food for special diets, especially among vulnerable groups.

Support the Burnaby Public Library's role in community outreach to vulnerable populations and newcomers.

Support an accessible city, including for persons with disabilities and others with access and inclusion needs. Work with the Access Advisory Committee to develop and implement initiatives that improve the accessibility of the city, in both private and public spaces. Design and deliver "accessibility audits" across the city to determine priorities and improvements needed.

Support the Burnaby School District, service providers and other governments to deliver child and youth education programs demonstrated in best practice research to be critical interventions for pro-social development. Examples include Early Years programs, Youth Mentorship programs and Safe Parent Support programs.

Support seniors' safety and well-being by expanding partnerships and program delivery of a spectrum of services, across a variety of facilities, for Burnaby's aging residents. Work with the City's Citizen Support Services program to increase community outreach to isolated seniors.

Support Burnaby Business Improvement Associations to deliver their core community safety mandate.

Support non-profit organizations, service agencies and intercultural groups, such as the Burnaby Intercultural Planning Table, to foster conditions that positively impact new immigrant and refugee settlement experiences through awareness, capacity building, resources, and other forms of assistance.

Support the ongoing planning, assessment and management of local climate change hazards, risks, impacts and vulnerabilities. Consider conducting a climate change risk assessment and developing a Climate Change Adaptation Strategy to help the City prepare for risks, respond to, manage and adapt more readily to climate change and to strengthen resilience.

Create and deliver training for all City staff in evidence-based safety decision making and for key strategic initiatives and actions. Enhance staff knowledge and capacity for inclusion and diversity through education, training and awareness to improve outreach to diverse communities and service delivery. Enhance staff knowledge and capacity for Crime Prevention Through Environmental Design (CPTED) through Basic and Advanced Training.

Foster and strengthen relationships with local First Nations and urban Indigenous groups to identify ways to enhance Indigenous people's safety and well-being and to ensure programs and services are inclusive and culturally sensitive.

Engage LGBTQ2IA+ communities in identifying local needs and strategies to create a barrier free community.

Engage non-profit organizations, businesses and business associations to provide work opportunities, training programs, mentorship and coaching services and other supports to residents at risk of exclusion, such as low-income residents, newcomers and single parents.

Recognizing the linkages between social connection and well being (in contrast to the linkages between social isolation and poor health), the City will work with community partners to initiate a neighbourhood-based resiliency project to strengthen the community's capacity to respond and adapt to major changes or events (e.g. emergencies, disasters, crime) and complex social, environmental and economic challenges.

IMPLEMENTATION

MOVING FORWARD

CONCLUSION

MOVING FORWARD

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

DEVELOPING THE PLAN

The Community Safety Plan provides the overall vision, goals and priorities, and an initial set of strategic initiatives and suggested actions. The Plan will function as an important living document to inform future planning and action. The Plan has been written with the understanding that to successfully address safety risks it requires co-operation and partnerships with all City departments, partner organizations, other levels of government, community groups, businesses and residents. Public Safety and Community Services is the lead department responsible for advocating for and facilitating the progression of the Plan.

TAKING ACTION

The next step will be to develop an implementation plan. The implementation plan will outline details for work planning, such as lead department, agency or partners, whether additional resources or budget are required and an approximate timeline. Specific new programs or policies that are developed based on the Plan may require further work-planning and City Council approval, particularly if they involve a new direction or if additional City resources are required.

EVALUATING & REPORTING

The Community Safety Plan will be evaluated and reported bi-annually to the Public Safety Committee. The report will be delivered by the Public Safety & Community Services Department in a reader-friendly format appropriate for public consumption. Performance indicators will be used to track, evaluate and communicate progress towards the goals and priorities. These metrics will illustrate our progress and effectiveness over time and show whether we are trending in the right direction.

UPDATING

The Community Safety Plan is intended to be flexible and to allow the City to be responsive as we implement it using this iterative process. The Plan will be updated annually. It will be assessed as to how well the Plan continues to serve as a guide for future policies and initiatives. When change is required, it may involve minor policy shifts while still referencing the higher-level priorities of the original Plan; or, the Plan may one day be re-written and substantially updated.

CONCLUSION

The Community Safety Plan provides a vision of a safe community for all. It outlines key goals, priorities and ways the City, its partners and the community are working towards this vision.

Burnaby is a rapidly growing, dynamic city. This harnesses our diverse community's deep and rich capacity to enhance safety and well-being. The City has limited resources and delivers many different services. For these reasons, the Plan identifies the key strategic initiatives and actions the City and its partners will pursue. These initiatives and actions position Burnaby to become even safer, more connected, livable and resilient.
The Plan begins an exciting journey. It outlines many opportunities to improve the safety and well-being of Burnaby's environments and community.

The Community Safety Plan process has shown that safety is important to our community. The Plan casts a community vision for a better future. By working co-operatively with the support of all our residents and partners, we can achieve the vision and goals of the Plan.

APPENDICES

DOCUMENT TITLE	RELEVANCE TO COMMUNITY SAFETY	DOCUMENT TITLE	RELEVANCE TO COMMUNITY SAFETY
City of Burnaby Corporate Strategic Plan	» A Safe Community is a main goal of the City » Crime prevention and reduction, emergency preparedness, community safety, emergency services, transportation safety and community amenity safety are sub-goals under a safe community » Includes related goals of A Connected Community, An Inclusive Community and A Healthy Community	RCMP Strategic Plan 2018-2020	» Provides provincial direction for the Burnaby RCMP to enhance public safety » Focus issues are: crime & victimization, guns & gangs, opioids & road safety
Burnaby Official Community Plan (1998) & Update	» Establishes goals for the overall safety of people and places in Burnaby related to: Police and Public Safety, Social Planning, Fire Protection, Health Services, and Community Services	Burnaby Fire Department Annual Reports 2017-2018	» Summarizes the Burnaby Fire Department's work, hours, finances and equipment used in the delivery of emergency prevention and response
City of Burnaby 2018-2022 Financial Plan	» A Safe Community is one of six key areas which help the City prioritize efforts and resources » Details completed/ongoing actions to contribute to a safer Burnaby	Prepared BC In It Together: Neighbourhood Preparedness Guide	» A guide to help neighbourhoods plan and prepare for emergencies
City of Burnaby Environmental Sustainability Strategy	» One strategy is to reduce impacts of automobiles on personal health, and safety and the livability of neighbourhoods » One strategy is to increase resilience to climate impacts and related risks	Prepared BC: Household Emergency Plan	» Guide to knowing risks, making a plan and getting educated about disaster preparedness
Burnaby Economic Development Strategy (EDS)	» A safe community is an economic lever under the theme of "Building a Strong, Livable Community" » Continuing to work with police to decrease crime and increase perceptions of safety is a key action	Prepared BC: Household Preparedness Guide	» Helps B.C. residents with emergency preparedness
Burnaby Business Licence Bylaw 2017	» Regulates businesses » Protects public & business owners	Hazard, Risk, Impact & Vulnerability Assessment (HRIVA)	» Assesses local hazards, risks, impacts and vulnerabilities » Helps the City prepare for risks, respond to, manage and adapt more readily to shocks and stresses and strengthen resilience
Burnaby Social Sustainability Strategy	» Vision and intentions include themes of safety, inclusion and livability » Three overarching goals are Community Inclusion, Community Livability and Community Resilience » Actions and community partners are listed under each goal	BC Flood Waste & Debris Management Plan	» Provides a framework to address flood related debris management » Includes a focus on hazardous waste

Draft Burnaby Transportation Plan	» Sets a Vision for transportation in the City
	» Includes 6 themes: Accessible, Safe, Healthy, Green, Prosperous, and Connected
	» Includes 3 draft Targets for transportation in the City:
	  - Vision Zero: zero deaths or serious injuries on Burnaby's transportation network
	  - Mode Split: ¾ of all trips originating in the City will be by active transportation or public transit by 2050
	  - Zero Emissions: by 2050, there will be zero emissions by transportation
	» Includes draft policies, big moves, and networks that include improvements for safety for all modes of transportation
		Water Utility Incident Response Plan	» Outlines roles, responsibilities and actions within the Engineering Department to manage water utility-related emergencies
			» Provides direction to staff for a co-ordinated response to water utility-related emergencies

DOCUMENT TITLE	RELEVANCE TO COMMUNITY SAFETY	DOCUMENT TITLE	RELEVANCE TO COMMUNITY SAFETY
Burnaby Unsightly Premises Bylaw	» Prohibits owners and occupants from accumulating filth, discarded materials or rubbish of any kind	The Burnaby Extreme Weather Response (EWR) Plan	» Framework for creating temporary sheltering resources for homeless persons in times of extreme winter weather conditions within the municipality of Burnaby » Authorizes the police, under Assistance to Shelter Act, to transport to sheltering locations any person who is deemed at risk of or suffering physical harm because of their lack of shelter during an Extreme Weather Alert
Burnaby Animal Contol Bylaw	» Protects the public and animals through regulations and registration of animals	Emergency Operations Policy Group Guidebook	» Guidelines for City of Burnaby elected officials to understand the emergency management program and roles of staff before, during and after an emergency
Pet Emergency Kit	» A checklist and plan for pet care in case of emergency	Emergency Plan (Draft)	» The purpose of the plan is to provide an enhanced and co-ordinated level of planning and readiness to better respond to the needs of the community during an emergency or disaster » Covers: prevention/mitigation, preparedness, response and recovery
Draft Natural Gas Service Disruption Guideline	» Guidelines for City of Burnaby departments and divisions and other governmental and non-governmental agencies should there be a natural gas disruption incident in the city	Pandemic Plan	» Outlines the City of Burnaby's strategies for coordinating mitigation & prevention, preparedness, response and recovery efforts » Considers human needs, critical service disruption and business aspects of a pandemic, influenza and other infectious outbreaks exclusive of the Province of British Columbia's health system
BC Flood Waste and Debris Management Plan	» Frame work for managing flood-related debris » Includes hazardous and spill waste management	Greater Vancouver Incident Response Plan (GVIRP) for marine pollution incident	» The purpose of the Plan is to promote a consistent and predictable response to a pollution incident in the marine environment within Burrard Inlet » Prioritizes the health and safety of the public, and response personnel » Aims to protect people, the environment, cultural heritage and property with each response effort
Water Utility Incident Response Plan	» Outlines a plan to direct staff and first responders in case of an incident that impacts the Municipal Water Utility » Protects the public's health in the operation of water utility » Minimize disruption of services when facing an emergency incident	Evacuation Guideline (Draft)	» This plan would be activated when a community wide evacuation is necessary. » Provides information on the selection of evacuation routes, and methods of notification » Complements the City of Burnaby's Emergency Plan
Emergency Operations Centre Plan (Draft)	» Intended for use by members of Burnaby's Emergency Operations » Provides guidance for response and recovery phases of emergencies » Applies to all municipal departments and to agencies of the city contained within the boundaries of Burnaby » Supporting document to the Emergency Plan		

APPENDIX II RISK & PROTECTIVE FACTORS

RISK FACTORS

Risk can be considered the combination of an event, its likelihood and its consequences. A risk factor is a negative influence, circumstance or condition that can exist in unitary or composite form and which contributes to the vulnerability of individuals, groups of people and/or communities to harm or injury.[17]

CULTURE	Economic inequality; gender inequality; racism; social exclusion; norms supportive of violence.
ENVIRONMENT	Loss and deterioration of natural assets; high carbon energy use; unsafe transportation network; changing weather patterns; earthquakes, climate related changes such as extreme weather events and sea level rise.
COMMUNITY, WORKPLACE, SCHOOL	Academic underachievement; unemployment, low quality jobs; poverty; income inequality; limited and inadequate housing; low rental vacancy rate; limited child care; poor nutrition; poor access to services; availability of drugs and firearms; crime; presence of gangs; racism and marginalization; cultural or language barriers; negative messaging in media; low public trust in police/justice system; low level of perceived police/justice system legitimacy; and ineffectiveness of police/justice system in carrying out its mandate and in engaging/partnering with community.
INTIMATE RELATIONSHIPS	Anti-social parents or peers; few or no positive role models; parents failing to provide basic care; conflicted interpersonal relationships; poor quality family dynamics; child maltreatment; lack of parental supervision; physical abuse and neglect; parental substance abuse; parental and/or sibling criminality; single parent family; teen parenthood; unstable family income; limited structured or pro-social use of free time.
INDIVIDUAL	Low self-esteem; poor emotional controls; impulsivity; sensation seeking; substance abuse; anti-social personality traits; pro-criminal attitudes and values; poor problem-solving and decision-making skills; learning difficulties; low literacy; low academic performance; behavioural problems; poor mental and physical health; physical and/or sexual abuse; discrimination and violent victimization; negative peer influences; limited attachment to a community; precarious employment.

PROTECTIVE FACTORS

Protective factors are positive influences or circumstances that can improve the lives of individuals or the safety of a community. Building on existing protective factors makes individuals and communities stronger and better able to counteract risk factors.

CULTURE	Social norms and values, social awareness and policies that reduce economic and social disparities, and protect and enhance the environment and are inclusive in their approach (e.g. gender, ethnicity, culture, language and ability).
ENVIRONMENT	Natural assets such as forests, parks, rivers, creeks, wetlands and soil; enhanced assets such as rain gardens, bioswales, urban trees, urban parks, stormwater systems; engineered assets such as permeable pavement, green roofs, green walls and renewable energy; green and energy efficient buildings; safe, healthy and active transportation options; and community amenities.
COMMUNITY, WORKPLACE, SCHOOL	Cultural diversity; social attachment to school and work; caring environments; education programs; steady and quality employment; secure, safe and affordable housing; good nutrition; accessible social and health services; recreation and cultural amenities, festivals, events and sports; community connectedness and cohesion; public trust in police/justice system; justice system transparency and equity; efficient/effective emergency services; civic involvement.
INTIMATE RELATIONSHIPS	Supportive, meaningful relationships (family, friends, employers, colleagues); good parenting skills; positive family dynamics; parental level of employment and education; positive parent-child attachment and interactions; stability of the family unit; pro-social peers; positive role models and mentors.
INDIVIDUAL	Pro-social values; empathy; planning, decision-making and problem-solving skills; active lifestyle; academic achievement; self-efficacy; self-esteem; effective social skills; secure attachment with caregiver as an infant; good mental, physical, spiritual and emotional health; ability and willingness to seek support; positive school experiences; secure employment.

APPENDIX III VULNERABLE POPULATIONS

VULNERABLE POPULATIONS

Vulnerable populations are defined as those who may have one or more characteristics that lead to an increased risk of harm or injury.[18] This Plan takes into consideration many elements of diversity, as well as how these elements intersect and shape the experiences of individuals and groups. It is important to view vulnerable populations with an intersectional or contextualized lens as they may be marginalized for a variety of reasons that are layered by historical, social, economic, environmental and systemic factors, experienced individually or in combination. There are some groups in Burnaby that feel the safety risks more acutely, as follows.

» CHILDREN & YOUTH

Roughly 20 percent of Burnaby's residents are under the age of 20 years old. Children aged 0 to 14 years may be more likely to suffer injuries, in the home, at schools, at athletic and sports areas and on the road compared to other age groups.[19] Children and youth may be vulnerable to natural hazards if they spend significant time in community amenities that have been identified as having a seismic or other risk. Children and youth may also be vulnerable to discrimination, bullying, violence and substance use. Youth in and from care face a wide range of challenges: they may be less likely to complete secondary school compared to youth overall or they may have greater involvement in the youth justice system and are more likely to become homeless. Young people aged 16 to 21 years are more likely to be involved in casualty crashes, with, on average, 11 youth killed in crashes every year in the Lower Mainland. ICBC data shows that the contributing factors are speeding (24 percent), impaired driving (16 percent) and distracted driving (15 percent). Young male drivers are involved in crashes more often than young female drivers, particularly when speed or impairment was involved.[20]

» OLDER ADULTS

People over the age of 65 are the fastest growing age cohort in Burnaby, having increased by roughly 14 percent since 2011, from about 14 percent to 16 percent of the total population. As people age, they may face challenges to their safety, including housing insecurity, physical and cognitive impairment, isolation, loneliness and financial hardship, while also being targets for emotional, physical and financial abuse. Over 2,800 people in Burnaby are living with dementia and this number is expected to double over the next 20 years. About 60 percent of people living with dementia live well in the community for quite a long time, but the progression of the disease and the stigma associated with it can make participating in activities and staying involved more difficult for people with dementia and their caregivers.[21] Compared to other age groups, older people aged 65+ years may be more likely to suffer injuries in the home than at any other location. Falls among the elderly often result in fractures or other serious injuries. Isolation and lack of connectedness in one's older adult years can have economic, social, physical and mental health impacts. Burnaby is home to an increasing number of older adults who live alone.

» WOMEN

Approximately 51 percent of Burnaby's population identify as women in 2016.[22] Although women are not the exclusive victims of domestic violence, women are at greater risk than men of domestic violence, sexual assault and harassment and sex trafficking. 50 percent of women in Canada have experienced sexual or physical violence. Each year, 20,000 women in B.C. experience relationship violence.[23]

» PEOPLE LIVING WITH DISABILITIES

Across Canada, one in five (22 percent) of Canadians aged 15 years and over had one or more disabilities in 2017.[24] Women (24 percent) were more likely to have a disability than men (20 percent). Among youth (aged 15 to 24 years) however, mental health-related disabilities were the most common type (8 percent). People living with disabilities can experience stigma, barriers to employment, and maybe more likely to live in poverty. People with disabilities face significant and complex barriers when reporting crime to police. As a result, many crimes go unreported.[25]

» INDIGENOUS PEOPLE

The population of Burnaby residents identifying as Indigenous grew 20 percent in the last five years to 2 percent of the population in 2016. Indigenous people may be more vulnerable to chronic stressors, such as intergenerational trauma, discrimination, threats to identity, poverty complex medical issues and acute shocks, such as physical abuse, substance abuse and suicide. Indigenous peoples are significantly over represented in the homeless population. 34 percent of all homeless identify as Indigenous, and 41 percent of the Indigenous homeless were unsheltered vs. in shelters (2017 Metro Vancouver Homeless Count).

» CULTURAL & LINGUISTICALLY DIVERSE COMMUNITIES

Burnaby's population has become more culturally diverse, which can present challenges in terms of language, settlement and integration of immigrants and refugees. About half of Burnaby residents were born outside of Canada, with most of those newcomers arriving between 2011 and 2016. Newcomers may experience challenges associated with accessing services that are vital to their health, safety and well-being. Newly arrived settlers may be vulnerable to exclusion from health, safety and emergency services and mainstream Burnaby life. Some of the newcomers are refugees, who are supported by some affordable rental housing and community services, but may be vulnerable due to experiences of war and torture in their country of origin. New immigrants may have language barriers, which increase their vulnerability to harm in the event of a natural or climate change hazard.

» LGBTQIA2+ COMMUNITY MEMBERS

Determining the exact number of people who make up gender and sexual minorities is difficult. The results of Statistics Canada's Canadian Community Health Survey for 2015–2016 indicate that 1.4 percent of Canada's population aged 15 and older identify as homosexual and 1.5 percent identify as bisexual.[26] These estimates exclude people who engage in homosexual behaviours but do not identify as being part of a sexual minority. Trans Care BC estimates that between 1 percent and 3 percent of the population are trans, but that only 0.3 percent to 0.6 percent of the population could need gender affirming medical interventions.[27] In general, lesbian, gay, bisexual, trans, queer, intersex, asexual and two-spirit (LGBTQIA2) communities experience numerous health inequities in comparison to heterosexual Canadians.[28] For example, they may develop mental health disorders, have suicidal thoughts and attempt suicide and experience a number of factors that contribute to and exacerbate health inequities, including discrimination, stigmatization and access to health care.

» LOW-INCOME INDIVIDUALS

In 2016, a significant portion of residents (27 percent) or 24,880 households have an annual income of less than $35,000.[29] Fourteen percent of residents have an annual income of less than $20,000 a year, and one in five households are considered low income. Poverty tends to be concentrated in specific neighbourhoods. Contributing factors include unemployment, lack of high school graduation, single parenthood, recent immigration and a high percentage of income spent on housing. Unemployment in Burnaby is at about 6 percent, higher than the region (4.7 percent), but represents a 13 percent decline from 7.4 percent in 2011.

» PEOPLE EXPERIENCING HOMELESSNESS

Homelessness can result from many challenges in life such as complex medical issues, job loss, poverty, weak social networks, family conflict, domestic violence, criminal activity and substance use. The Metro Vancouver Homeless Count found 69 individuals experiencing homelessness in Burnaby in 2017. This is in addition to many others that are precariously housed, couch surfing or facing other circumstances that place them at-risk of becoming homeless or being evicted. The usage of emergency services is higher for people experiencing homelessness than the general public. Additionally, many preventable diseases are more common amongst homeless people, such as diabetes, malnutrition, foot problems, high blood pressure and lung disease. Homelessness is a life-threatening health hazard. Between January 2005 and November 2017, 49 Burnaby residents died as a result of long-term poverty and homelessness at the average age of 42.[30]

ENDNOTES

1 Statistics Canada. Census Profile 2016.

2 City of Burnaby Growth Projections, 202-2041.

3 A risk factor is a negative influence, circumstance, or condition that contributes to the vulnerability of a person, group, or community. A protective factor is a positive influence or circumstance. A list of risk and protective factors can be found in Appendix II.

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[29] Metro Vancouver Housing Data Book, 2019. (Table 1.4)

[30] City of Burnaby Warming Shelters, December-January 2019.