

# BURNABY COMMUNITY SAFETY PLAN

PROGRESS REPORT  
JUNE 2020-DECEMBER 2021



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# ACKNOWLEDGMENT

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

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



# OVERVIEW

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

The Community Safety Plan ties our vision and corporate goals to practical safety initiatives that are tracked over time.

Over the past 18 months of implementation, the City put in place 31 safety initiatives endorsed by Council. The Community Safety Department coordinated this work across City departments and partner agencies to ensure implementation of the Plan. This work culminated in this Progress Report, which outlines our achievements to date.



# PRIORITIES & INITIATIVES

## PROGRESS STATUS

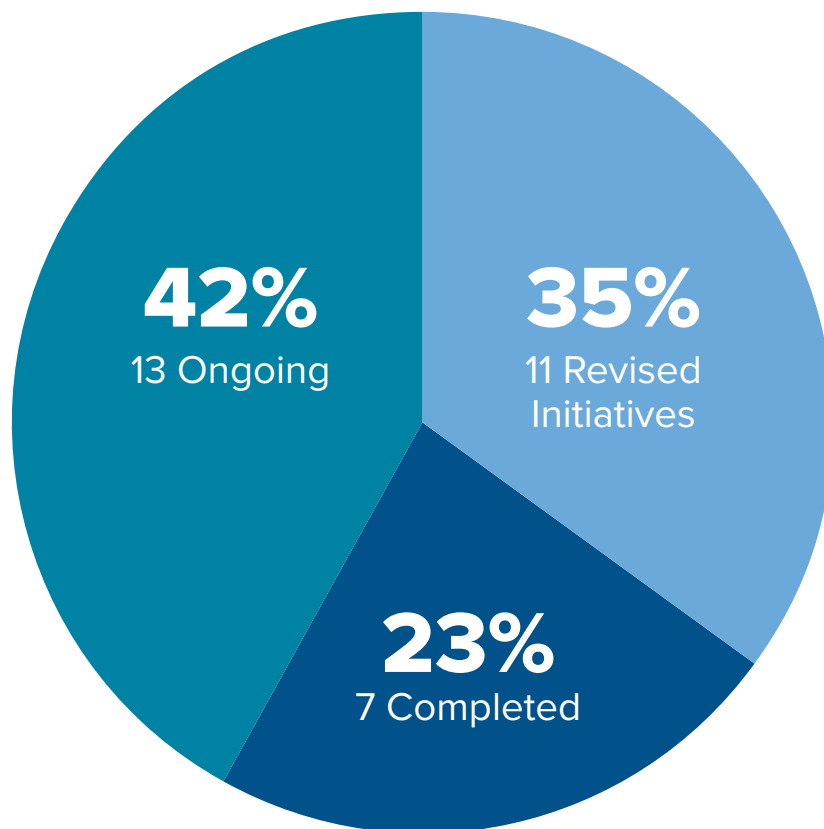
<p><b>1</b></p> <p><b>COMMUNITY AMENITY SAFETY</b></p> <p>Maintain a high level of safety in City buildings and facilities for the public and staff</p>	<p><b>2</b></p> <p><b>CRIME PREVENTION &amp; REDUCTION</b></p> <p>Ensure citizens and businesses feel safe in our community</p>	<p><b>3</b></p> <p><b>TRANSPORTATION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

<ul style="list-style-type: none"> <li>Housing ●</li> <li>Lighting the Way</li> <li>Civic Building Asset Safety Improvement ●</li> <li>Project IRIS ●</li> <li>Homelessness Response ●</li> <li>Parks &amp; Natural Areas Enhancement ● ●</li> <li>Pandemic Response</li> <li>Civic Building Asset Safety Inspection Program ●</li> <li>Emergency Call Boxes ●</li> <li>Body Worn Cameras ●</li> </ul>	<ul style="list-style-type: none"> <li>Child &amp; Youth Safety ●</li> <li>Substance Use Response ●</li> <li>Ever-greening Surveillance Program ●</li> <li>Cyber Security Outreach ●</li> <li>Prolific Offender ●</li> <li>Community Watch ●</li> <li>Gang Enforcement &amp; Education ●</li> <li>Mental Health Response ●</li> </ul>	<ul style="list-style-type: none"> <li>Burnaby Transportation Plan ●</li> <li>Street Safety Improvements</li> <li>Safe &amp; Active Schools</li> <li>Safety Campaigns ●</li> </ul>	<ul style="list-style-type: none"> <li>Building Readiness Program</li> <li>First Responder Resiliency</li> <li>Burnaby Fire Department Dispatch Study ●</li> <li>Burnaby Fire Department Fire Services Review ●</li> <li>Community Services Portal</li> <li>Burnaby Mobilization &amp; Resiliency Table (B-MART)</li> <li>Good Neighbour Guideline ●</li> </ul>	<ul style="list-style-type: none"> <li>Earthquake Strategy</li> <li>Emergency Response &amp; Strategies</li> <li>Fire Home Safety</li> <li>Emergency Operations Centre</li> <li>Emergency Support Services</li> <li>Mass Notification System</li> <li>Extreme Weather Response Strategy ●</li> </ul>
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● Completed Initiative      ● Revised Initiative      ● New Initiative

# 2021 PROGRESS STATUS



**31** TOTAL INITIATIVES

## 7 COMPLETED INITIATIVES

- » Housing
- » Civic Building Asset Safety Improvement
- » Parks & Natural Areas Enhancement
- » Ever-greening Surveillance Program
- » Burnaby Transportation Plan
- » Burnaby Fire Department Dispatch Study
- » Burnaby Fire Department Fire Services Review

## 11 REVISED INITIATIVES

- » Civic Building Asset Safety Improvement
- » Project IRIS
- » Homelessness Response
- » Parks & Natural Areas Enhancement
- » Child & Youth Safety
- » Cyber Safety Outreach
- » Prolific Offender
- » Community Watch
- » Gang Enforcement & Education
- » Mental Health Response
- » Safety Campaigns

## 5 NEW INITIATIVES FOR 2022

- » Emergency Call Boxes
- » Body Worn Cameras
- » Good Neighbourhood Guideline
- » Extreme Weather Response Strategy
- » Civic Building Asset Safety Inspection Program

**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.

**HOUSING** STATUS | COMPLETED

Notable housing initiatives in 2020-21 that have an impact on Community Amenity Safety include:

- » an updated Tenant Assistance Policy (March 2020)
- » a finalized Rental Use Zoning Policy (March 2020)
- » creation of the Burnaby Rent Bank (April 2020)
- » Council adoption of a Housing Needs Report (January 2021)
- » reconvening of Mayor’s Task Force on Community Housing (March 2021)
- » development of HOME: Burnaby’s Housing and Homelessness Strategy (public consultation completed June 2021)
- » the provision of multiple City-owned lands and housing funding for new affordable housing development
- » securing CMHC seed funding for projects on city land
- » adoption of HOME: Burnaby’s Housing and Homelessness Strategy (December 2021)

### OUTCOMES

The provision of safe, secure, and affordable housing is fundamental to people feeling safe and secure in the community. The HOME Strategy was adopted by Council at its December 6th meeting and the strategy outlines the City’s actions on housing for the next 10 years. Metrics for reporting on progress under the Strategy are to be determined.

### TIMELINE

With the adoption of the City’s HOME Strategy, this action is complete. Planning will be reporting out to Council on the HOME Strategy’s initiatives through the Planning and Development Committee.



## LIGHTING THE WAY

STATUS | ONGOING

In the past five years, the City had converted all City-owned street lights (approximately 12,000) from High Pressure Sodium (HPS) to Light Emitting Diode (LED). This conversion provides a whiter and brighter light that increases the visual acuity for all night-time users.

The last phase of this work is scheduled for 2022, which involves primarily the conversion of pedestrian-level lights along sidewalks to LED.

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

## CIVIC BUILDING ASSET SAFETY IMPROVEMENT

STATUS | COMPLETED

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

## CIVIC BUILDING ASSET SAFETY INSPECTION PROGRAM

STATUS | NEW INTITATIVE

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 inspection, repair, and replacement of aging and deteriorating civic buildings and infrastructure. Civic assets will need to be inspected for safety compliance as the building components age over time. 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 also regularly identifying civic facilities for renewal through capital planning, asset management and the Facilities Maintenance Renewal Program. To proactively manage the life-cycle of civic assets, the City has developed a Civic Building Asset Safety Inspection Program for safe building occupation and reduce building related risk through optimizing building asset management.

### POTENTIAL KEY PERFORMANCE INDICATORS

#### Elevator inspections

Inspection of all buildings with elevating devices for compliance and perform required repairs

#### Water Backflow Inspections

Inspection of all buildings with water backflow devices for compliance and perform required repairs

#### Fire Alarm Inspections

Inspection of all buildings with fire protection systems for compliance and perform required repairs

## PROJECT IRIS

STATUS | ONGOING

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

## PROJECT IRIS

STATUS | REVISED INTITATIVE

The City can explore opportunities to adopt the Project IRIS (Integrated Resources for Investigations and Safety) initiative, which would enhance camera infrastructure at traffic intersections throughout the City. The RCMP can then request footage in the event of a crime and investigation. The cameras could also be used for situational assessment and intelligence during disaster response.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Number of intersections with CCTV capability
- » Measure 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





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

**Temporary Shelter**

Council approved an extension of the lease for the Douglas shelter to April 2025. The Shelter provides 40 beds (25 beds during the pandemic) on a 24/7 basis to people experiencing homelessness.

**ERC**

The City, in partnership with BC Housing and Progressive Housing Society, opened an Emergency Response Centre (ERC) in February 2021. The ERC is a 40-unit 24/7 temporary shelter that provides a safe space for people experiencing homelessness to stay during COVID-19. The ERC has been extended to August 2022.

**Supportive Housing**

Development of Norland Place 2, a 43-unit supportive housing development for people experiencing homelessness on Norland Avenue is underway. The project is expected to be completed by summer 2022.

**Housing Needs**

The City’s Housing Needs Report (including information on homelessness) was completed in January 2021.

**Housing & Homelessness Strategy**

HOME – The City’s Housing and Homelessness Strategy was adopted in January 2021.

**Integrated Homelessness Action Response Team (IHART)**

In December 2021, Fraser Health created a IHART for Burnaby comprised of nurses, clinicians and support workers who work with community agencies and people experiencing homelessness to ensure individuals receive the care they need.

**OUTCOMES**

The provision of safe housing with support services stabilizes people who are experiencing homelessness and helps them on the path to find and retain permanent housing.

**# OF SHELTER BEDS**

- » 40 beds in 2019
- » December 2021 - 25 beds in the Douglas shelter and 40 beds in the Emergency Response Centre opened during the pandemic

**# OF SUPPORTIVE HOUSING UNITS**

- » 52 units in 2019
- » 95 units in 2021

## HOMELESSNESS RESPONSE

STATUS | REVISED INTITATIVE

Actions for 2022 will include the Ongoing and Phase 1 actions of Home: Burnaby's Housing and Homelessness Strategy including:

- » Partnering with academic researchers and community organizations to investigate and develop innovative strategies to address the root causes of homelessness
- » Developing a plan that identifies potential sites for supportive housing and outlines on-site supports, in partnership with community organizations, BC Housing and Fraser Health
- » Advocate to the provincial and federal governments for additional rent subsidies for Burnaby residents experiencing homelessness to facilitate more scattered site supported and independent housing
- » Work with BC Housing and Fraser Health to explore opening “complex care housing” for people experiencing homelessness who also have complex health issues, severe mental illness and addictions
- » Working to create a City staff resource to coordinate policy development and actions taken by the City to address homelessness, bridging City policy and operations

## PARKS & NATURAL AREAS ENHANCEMENT

STATUS | COMPLETED

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

### Barnet Marine Park

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

### Forest Glen Park

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

### Lakeview Park

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

### Riverway Park

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

### Taylor Park

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

**Trail & Bridge Upgrades**

Reconstruction of trails throughout the parks system and installation of new pathways with loop trails for improved access to park features. Work includes regrading steep sections, trail widening, slope stabilization, safety railings and rebuilding washout areas as well as excavation of top soil, preparation of sub base and paving of pathway in neighborhood parks. Continued replacement of footbridges, stairways, retaining walls, and safety railings within City park trails.

**Perimeter Lighting - Inspection**

The City retained an engineering firm to perform condition assessments of 141 lights in 18 separate sports courts, fields, and outdoor pools and to develop a prioritized plan for critical replacement and maintenance. This report describes the methodology and findings of the field condition assessments that determined condition metrics of all light assets in the inventory.

**Hazardous Tree Assessment & Removal**

Hazardous Tree Assessment and Removal include:

1. Annual Bush Line Hazard Tree Assessment and Mitigation Program.
2. Annual Urban Trail Hazard Tree Assessment and Mitigation Program.
3. Parks Hazard Tree Assessment and Mitigation Program.

**Security Site-lines Improvements**

Improve site lines to park facilities for the public and staff. 'Hide a Bag' Bear Proof Garbage Containers. Addition of bear proof garbage containers in select parks with known bear issues to improve public safety and security.

**Monitor Parks Green Spaces**

The City will continue to monitor parks and green spaces to ensure they remain clean and safe for all residents and visitors to use. The current goal is to develop a system to keep the Parks Inventory up-to-date to better record the changes in the current Parks inventory of Park Green Spaces (Grass Mowing Area General & Sports Field) (Non-Artificial) – Community Field.



In the spring of 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. The City continues to navigate through the Pandemic and has reopened its door to the general public as of January 4, 2022.

**OUTCOMES**

Under the direction of the EOC, City staff worked tirelessly and collaboratively to design and implement the advice and requirement from our health authorities to reduce the risk of COVID-19 transmission and helped in establishing a safe recovery of City operations and services. Some of the outcomes included but not limited to: provision of information on personal hygiene; training staff on new procedures; installation of physical distancing signs and floor markings; glass barriers; distribution of face masks; limit meeting size; encourage the adoption of virtual meetings on Zoom/Webex; reduction of touch points; enhanced cleaning protocols; modification of program delivery; and safe reopening of City facilities.



## BODY WORN CAMERAS

STATUS | NEW INITIATIVE

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

After successfully completing the pilot program the City has now contracted with the equipment supplier for an additional five year program. Starting Spring 2022, staff will be trained in the use of the BWCs. Once training is completed the units will then be deployed on the Bylaw Bike Patrol team that patrol Parks and Public spaces throughout the City. Supervisory staff will conduct annual audits to ensure the BWCs are being used in compliance with the training and privacy legislation.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Number of times the BWCs are engaged
- » Staff feedback on compliance
- » Audit reviews

## EMERGENCY CALL BOXES

STATUS | NEW INITIATIVE

The purpose of the call box program is to connect people instantly with first responders, (which means direct contact to 911 dispatch). The stated objectives are to establish locations that could be powered efficiently and that would create a 'Help Zone' which is lit with signage indicating video monitoring is in effect.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Install 5 new emergency call box units in Central Park in 2022

# 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.

**CHILD & YOUTH SAFETY** **STATUS | ONGOING**

Several City departments seek to actively ensure those who visit, live or work in Burnaby feel safe here. The Burnaby RCMP Communications Unit uses social media to educate and engage a large virtual audience on child and youth safety related issues; both the Fire department and the Library perform strategic outreach on this topic.

The Burnaby RCMP Communications Unit uses social media regularly to provide child safety information. The Fire department is working to develop an online resource to reach more residents with important fire-prevention information. Burnaby Public Library distributed posters to families on COVID playground safety.

**Child-Safety Social Media Education & Engagement**

- » The RCMP communications unit used their online platform to provide information on online safety to youth; tweets on this created **over 3,600** impressions and almost **100** deeper engagements.
- » The Burnaby RCMP Communications Unit employs social media for education and as an important investigative tool. Twitter was used to disseminate information quickly about a lost child, resulting in **4,775** impressions and over **100** deeper engagements.
- » The community response to this communication allowed police to quickly reunite the parent and child.
- » Burnaby RCMP hosted two soccer camps in summer 2021, with more than 100 local youth in attendance. Burnaby RCMP officers were able to connect with attendees in a fun environment which also included youth-focused safety presentations.
- » The Burnaby Fire Department has been actively involved in enhancing the “Fire Life Safety” social media platform. The department is presently working with the City of Burnaby media/marketing team to develop this. Our goal is to reach more Burnaby citizens, providing important fire safety information.

**Child-Focused Fire Education & Outreach**

- » In past practice the Burnaby Fire Department has provided public education for children and youth in the schools, fire hall tours and/or organized clubs (Brownies, Beavers, Boys and Girls Clubs of Canada for example). Since the onset of COVID-19 the Fire department has been limited to conduct public education by any of these engagement avenues.

- » The Burnaby Fire Department (BFD) has directed its efforts in order to create a COVID friendly approach to teaching Fire Life Safety. Zoom presentations for our youth and COVID friendly Fire Safety kits have been a popular ask during these times. BFD is working towards producing virtual life safety presentations and adding specific fire related content to the City website.

**Child COVID-Safety Poster Program**

- » A fear of COVID prevented many families from playing in parks and playgrounds, creating potential negative impact to children’s emotional, social and physical health.
- » Burnaby Public Library Children’s Libraries worked with Burnaby Family Life to distribute **80** copies of an informational poster about playground safety to parents and caregivers.

**Youth Employment Series: Searching, Networking & Applying**

- » Burnaby Public Library’s Teen Services hosted a three-part workshop series for teens about youth employment. The group was joined by a Career Counsellor from Work BC who discussed online safety for youth around looking for and responding to job ads online.

**Managing Screen Time in a Healthy Way**

- » Burnaby Public Library’s Children’s Services gave a presentation to 20 parents and caregivers at the Stride Community School PAC meeting. The presentation included tips about online safety for kids.

## CHILD & YOUTH SAFETY

STATUS | REVISED INITIATIVE

Burnaby RCMP's traffic unit plays an important role in this through regular proactive speed and traffic enforcement near schools in partnership with the detachment's Youth Section. In 2022, the unit will also add a new focus by increasing proactive child car seat enforcement, with the goal of educating families and helping protect the youngest and most vulnerable in the community.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Number of proactive child car seat enforcement initiatives
- » Number of officers trained as child car seat installers/inspectors
- » Number of community outreach efforts, digital and in-person, involving child car seat safety

## SUBSTANCE USE RESPONSE

STATUS | ONGOING

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 including enforcement, health support, and education. The City distributes naloxone kits to Burnaby RCMP and Burnaby Fire Department, and have recently (October 2020) expanded the distribution of naloxone kits to all our civic recreation centres and libraries. In October 2021, expiring Naloxone kits were replaced with brand new ones.

### OUTCOMES

Under the direction of the General Manager Community Safety, staff from Community Safety, Parks, Recreation & Cultural Services and Corporate Communications worked together and organized the purchase and distribution of naloxone kits to City recreation centres and libraries in October 2020. The naloxone kits were included in the same AED cases that are mounted throughout our facilities. Staff also created easy to identify signage that increase public awareness.

## EVER-GREENING SURVEILLANCE PROGRAM

STATUS | COMPLETED

Added cameras and updated all aging infrastructure (cameras, DVRs and wiring) at CG Brown Memorial Pool and City Hall. Nine cameras were upgraded at CG Brown and City Hall had 13 cameras replaced, added four new cameras and upgraded the server. Completed the net new installation of cameras at Burnaby Lake Sports Complex West. Installed 13 new cameras, 1 server and 1 DVR.

April 2020	CG Brown replacement of all existing cameras completed
July 2020	City Hall new cameras and DVR's install completed
December 2020	Burnaby Lake Sports Complex West net new project scheduled to be completed
July 2021	Christine Sinclair Community Centre, Tommy Douglas Library and West Building replacement of all existing cameras ongoing
December 2021	Completed installing new cameras and replacement of existing cameras at Christine Sinclair Community Centre. Tommy Douglas Library and West Building replacements delayed due to contractor issues. New contractor acquired and work will commence early 2022.

## CYBER SECURITY OUTREACH

STATUS | ONGOING

Burnaby RCMP Crime Prevention Unit staff and officers from the Economic Crime Unit provide public educational presentations intended to prevent and deter cyber-crimes. The Burnaby RCMP Communications team uses social media to educate and engage a large virtual audience on this topic.

### OUTCOMES

The Crime Prevention Unit provides virtual public presentations including cybercrime among the suite of topics. In-person presentations by the Economic Crime Unit on this topic have been suspended due to COVID-related restrictions. The Burnaby RCMP Communications team used social media to educate and engage a large virtual audience on the potential danger of sending money online.

#### Cyber Safety Presentations

- » The Burnaby RCMP Crime Prevention Unit works with both internal and external subject matter experts to provide presentations on a variety of cyber security related scams and related prevention tips. During this reporting period, they provided **32** such presentations to various public groups within the community.

#### Social Media Education & Engagement

- » The Burnaby RCMP Communications team work to provide education and bring awareness to this crime type.
- » During this reporting period, Burnaby RCMP's tweets about Cyber Fraud and other scams reached **more than 23,000** people. Three news releases were issued on the Burnaby RCMP website related to cyber fraud and scam prevention.

#### Economic Crime Unit Outreach

- » Due to COVID-19, Burnaby RCMP's Economic Crime Unit (ECU) has switched its focus from traditional in-person public education to targeted cybercrime and fraud outreach.
- » ECU has attended all Bitcoin ATM locations in Burnaby, placing warning posters to educate the public about cryptocurrency scams and further connecting with those businesses to share information on fraud, ID theft, extortions and scams related to cryptocurrency. Businesses were given information on signs of fraud and asked to report any suspicious activity to police.



## CYBER SAFETY OUTREACH

STATUS | REVISED INITIATIVE

Burnaby RCMP's Economic Crime Unit works with the Crime Prevention Unit to deter cybercrime by providing valuable education and information to the public.

The unit monitors new and emerging crime trends related to cybercrime and provides public outreach to educate the public on how to stay safe online.

This includes working with the local business community to share information on topics such as cryptocurrency scams and gift card scams. In 2022, the unit plans to expand its cyber safety outreach into multiple languages to reflect Burnaby's diverse community.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Poster campaign with fraud information in multiple languages

## PROLIFIC OFFENDER

STATUS | ONGOING

As in any other community, a small number of individuals are responsible for a disproportionate amount of crime in Burnaby.

Burnaby RCMP's Prolific Offender Suppression Team (POST) works to reduce criminal activity through targeted enforcement of prolific and priority offenders who are active in Burnaby.

### OUTCOMES

- » Multiple prolific offenders arrested or charged.
- » A six month snapshot from July to December 2021 shows curfew checks alone resulted in five charges for breach of probation.
- » Other charges in the same time period include breach of conditional sentence order, failure to comply with undertaking, and possession of stolen property.
- » Examples of POST files that resulted in charges being forwarded include: catalytic converter theft, storage locker break and enters, package theft and a series of shoplifting incidents involving bear spray.

## PROLIFIC OFFENDER

STATUS | REVISED INITIATIVE

Research indicates that a small number of offenders commit a disproportionate amount of crime. This is especially applicable when it comes to property crime.

Burnaby RCMP's Prolific Offender Suppression Team (POST) works to reduce criminal activity through targeted enforcement of prolific and priority offenders who are active in Burnaby.

POST takes a multi-faceted approach to prolific offenders through initiatives such as curfew checks and ongoing investigational work.

POST works closely with crime analysts, the Burnaby Offender Management Program, Parolee Monitoring Program, and other agencies to achieve crime reduction goals within the City of Burnaby.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Arrests of prolific offenders
- » Charges against prolific offenders

City Watch is a program designed to educate and prepare City staff to report criminal and nuisance activity observed while at work. Several hundred staff have received this training, and are able to effectively report to police. Similarly, Block Watch is a public program which encourages Burnaby residents to look out for their neighbours, and work with police to report criminal and suspicious behaviour.

## OUTCOMES

Due to COVID-related restrictions, there were no City Watch training sessions. Crime Prevention Unit staff worked with **38** new neighbourhoods to set up Block Watches for the residents who live there. Staff have also undertaken the creation of a new online Block Watch platform to serve Burnaby residents.

### City Watch Activities

- » City Watch is a partnership between CUPE 23, the City, and the RCMP. This educational program increases community safety in Burnaby by preparing City employees to report suspicious and criminal activity to police.
- » City employees continue to actively report suspicious and criminal activity to the police.
- » Due to COVID-19 business disruptions, there were no City Watch educational sessions offered during this reporting period.

### Development of the Online Block Watch Program Platform

- » The Crime Prevention team worked with the City Communications Department to develop an online platform to support new and existing Block Watch participants. Online visitors can update their neighbourhood information, request training material, and much more. The new platform increases service efficiencies through COVID disruptions, and will remain a key resource well past the pandemic.

### Increasing Burnaby Block Watch Neighbourhoods

- » For each of Burnaby's more than 400 Blocks, the Block Watch Captain and Co-Captain must undergo a police suitability check, and participate in training provided by Crime Prevention staff. The Captains coordinate their neighbours to join together, reporting crime to police and looking out for one another. The final step is to have a new Block Watch sign installed in the neighbourhood, announcing to would-be criminals that crime nuisance activity will be reported to police.
- » The Crime Prevention Unit welcomed 38 new neighbourhoods to the program in this reporting period.

Strong collaboration between the City, the RCMP, and the people who live or work in Burnaby strengthens community safety. The City has several established programs to increase education and improve communication between these stakeholders.

The Burnaby Block Watch program provides training and support to residents, allowing them to work together to keep crime and nuisance activity out of their neighbourhood.

City Watch is an initiative of the Canadian Union of Public Employees which combines the efforts of City of Burnaby staff, CUPE Local 23, 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. COVID related changes to City Watch program delivery are being developed to maximize the program reach and effectiveness.

#### POTENTIAL KEY PERFORMANCE INDICATORS

- » Increase in the number of Block Watch groups
- » Number of Community Watch information sessions
- » Modernized City Watch service delivery, including updated crime trend information such as catalytic converter theft



Burnaby RCMP officers work strategically to reduce and deter gang activity in Burnaby.

**OUTCOMES**

Burnaby officers worked on **more than 1,200** gang-related files. In 2021, Burnaby RCMP created a new Gang Enforcement Team (BGET) and Gang Conflict Coordination Team (GCCT) with existing resources, in support of the Anti-Gang Strategy. Burnaby’s Gang Enforcement Team, which was created in January 2021, assisted with a significant file that disrupted gang activity in Burnaby.

**Gang-Related Police Work**

- » Burnaby RCMP officers, including members of BGET, worked more than 1,200 gang-related files during this reporting period, including numerous breach arrests and charges forwarded. These reflect proactive intervention, intelligence collection, or investigative work.

**New Gang Conflict Coordination Team**

- » Burnaby RCMP’s Gang Conflict Coordination Team (GCCT), which was created with existing resources in May 2021, continued to meet on a regular basis throughout the year.
- » In total, 76 of 82 tasks identified since the team’s creation have been completed (many of the outstanding tasks are ongoing items, including active investigational work).
- » Completed tasks include the creation of a regularly updated internal heat map system that is used for targeted patrols of areas identified as possible hot spots for gang activity. In addition, a streamlined procedure was implemented to serve in-person Civil Forfeiture warning letters to registered owners whose vehicles may be used in criminal or drug offences.

**Significant Disruption to Gang Activity**

- » In September 2021, Burnaby RCMP Drug Section, with the assistance of the Burnaby Gang Enforcement Team (BGET) and other units, dismantled a Burnaby-based drug trafficking group.
- » Four search warrants were executed as part of the months-long investigation, leading to a significant seizure of drugs, including cocaine, methamphetamine, and thousands of counterfeit prescription pills.
- » In addition, an unregistered, restricted handgun also known as a “ghost gun” was seized. Multiple teams from Burnaby RCMP were involved in this file, which was facilitated through the newly created Gang Conflict Coordination Team.

Gangs and organized crime are a concern for all jurisdictions in Metro Vancouver.

The Burnaby Gang Enforcement Team (BGET) was created in January 2021 to strategically deter and disrupt gang activity in Burnaby. Working closely with other units in the detachment, the team operates seven days a week to combat gang violence and provide education within the community.

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

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

**POTENTIAL KEY PERFORMANCE INDICATORS**

- » Creation of a Burnaby-focused educational video focused on gangs

Several units within the RCMP work collaboratively to support and connect those experiencing a mental health crisis with appropriate services.

### OUTCOMES

The Burnaby RCMP Victim Services Unit supported over 150 individuals whose loved one was experiencing a mental health crisis. Youth Services counsellors provided therapeutic support to almost 300 at-risk children and youth. School Resource Officers connected over one hundred children and youth in crisis with appropriate service providers. Burnaby RCMP Mental Health Coordinators helped almost 200 individuals whose mental health challenges brought them into frequent contact with police.

#### Victim Service Unit Mental Health Crisis Support

- » Victim Services caseworkers support the friends and family of individuals in mental health crisis. These cases can include a psychiatric incident or suicidal ideation.
- » During this reporting period, the Victim Services Unit provided such support to **165** Burnaby residents whose loved one was in mental health crisis.

#### Clinical Support for At-Risk Children & Youth

- » The Youth Services Counselling team provide therapeutic clinical support to Burnaby children and youth. Counselling was provided to **275** individual clients during this reporting period.

#### Youth in Mental Health Crisis Assisted by the RCMP Youth Section

- » School Resource Officers are uniquely situated to assist youth who are experiencing a mental health crisis. This support occurs within the schools as well as the broader community setting. Working with external community mental health partners, School Resource Officers have connected **105** children and youth with necessary mental health support during this current reporting period.

#### Assistance by the RCMP Mental Health Team

- » The Burnaby RCMP Mental Health Coordinators are police officers who work with clients and service providers to coordinate long term solutions for those whose mental health needs directly impact their contact with police. During this reporting time period, the team assisted **192** such high-risk individuals.

Some who experience certain mental health challenges can be more likely to have frequent contact with police, as both victims and offenders. This over-representation can relate to a wide range of incidents, such as calls to check their well-being, or related to a mental health crisis. Burnaby has several dedicated resources to provide support and care to address the needs and specific vulnerabilities of people experiencing mental illness.

### POTENTIAL KEY PERFORMANCE INDICATORS

- » Youth referrals made to the Burnaby Mobilization and Resiliency Table (BMART)

**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.

## BURNABY TRANSPORTATION PLAN

STATUS | COMPLETED

The new Burnaby Transportation Plan, Connecting Burnaby, was adopted by Council in December 2021. It is the guiding policy for transportation planning and decision-making over the next 30 years, and establishes a long-term framework for moving people, goods and services in the city. The Plan lays out a vision, goals, targets, policies, actions, networks, and an implementation framework including key performance indicators measuring progress towards the Vision, Goals and Targets. The Plan includes a Vision Zero target and several policies and actions related to safety. Specific transportation safety measures included in the Plan will be implemented on an ongoing basis.

### OUTCOMES

Adoption of the Plan in December 2021

## STREET SAFETY IMPROVEMENTS

STATUS | ONGOING

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

A key initiative this year for improving transportation safety is the Sperling and Duthie Traffic Calming Study, which involves the review and safety assessment for multi-modal transportation needs along Sperling Avenue from Broadway to Hastings Street and Duthie Avenue from Broadway to Ridge Drive.

Burnaby RCMP Traffic Unit and Youth Section officers provide outreach and enforcement to increase road safety in and around Burnaby schools. The RCMP Communications Unit uses social media to increase education and engagement on this topic.

### OUTCOMES

The RCMP Traffic Unit conducted several campaigns focused on child and youth pedestrian safety, and school zone speed enforcement. The RCMP Communications Unit reached almost **33,000** people on social media with school-related road safety messaging.

#### RCMP Traffic Unit Safety Campaigns

- » To support pedestrian safety in Burnaby school zones, the Burnaby RCMP Traffic Unit conducted **29 school zone pedestrian safety campaigns** this reporting period. Uniformed police officers attend various school speed zone areas, to provide a visible deterrent and enforcement to encourage safer driving behaviour in these areas.

#### Youth Section Traffic Patrols

- » The Burnaby RCMP Youth Section conducted **487 traffic patrols outside Burnaby schools** during this reporting period. Here, uniformed members go out on foot to patrol crossing points during school drop off and pick up times. The visual police presence increases safety awareness.

#### School / Child Road Safety Social Media Education & Engagement

- » The RCMP Communication Unit shares school-related road safety messaging on Twitter year-round, and the topic appears to resonate widely with the public. Tweets with school-related traffic information reached an audience of more than **76,000** people. An April 2021 tweet about school zone traffic enforcement garnered more than 15,000 impressions on Twitter.
- » In addition, traffic safety presentations were made to the youth attendees at the 2021 Burnaby RCMP Soccer Camps.



The dedicated Burnaby RCMP Traffic Unit works to keep Burnaby streets safe. The RCMP Communications Unit creates social media content which promotes safe travel behaviour. Burnaby Engineering hosts Road Safety Events.

### OUTCOMES

The RCMP Traffic Unit used strategic enforcement efforts to target a range of unsafe driving behaviours. This included several impaired driving roadblocks, commercial vehicle safety inspection campaigns, distracted driving operations, and ticketing initiatives for illegal ride-shares. Burnaby RCMP Communications worked to reach over **350,000** social media users with road safety messaging. The Engineering department hosted a Fall Bike to Work Week, including safe biking messaging.

#### Road Safety Initiatives & Campaigns

- » The Burnaby RCMP Traffic Unit works year round to keep Burnaby streets safer for all users. During this reporting period, the Traffic Unit undertook frequent nightly counterattacks, as well as one month-long counterattack .The Traffic Unit also executed a series of shorter road safety campaigns during this time. This included day-long Counter-Attack Impaired Driving Blitzes, **63** Counter-Attack roadblocks, **38** Distracted Driving enforcement initiatives, and **31** Commercial Vehicle Enforcement inspection campaigns. Unit members also conducted **six** Illegal Ride-Share enforcement blitzes and 11 Pedestrian Safety and **four** Cycling Safety campaigns.
- » Together, these resulted in **33 impaired drivers taken off Burnaby roads. The Traffic team ticketed 327** unsafe drivers using cellphones. **741 unsafe commercial trucks** were removed from Burnaby roads, and drivers were given **1,593 tickets** for safety infractions. A total of **137** drivers were ticketed for operating an illegal ride-share vehicle.

#### Engineering Road Safety Events

- » The Engineering department supported three Bike to Work weeks, focusing on safe cycling information through 'Knowledge HUBS'.
- » The May Bike to School Week is an annual celebration across the region where students of all ages learn how to bike, roll, or walk to school safely. The Planning department supported two Burnaby elementary schools to participate in Bike To School 2021.

#### Road Safety-Focused Social Media Communication Education & Awareness

- » The Burnaby RCMP Traffic Unit works closely with the Communications Unit to distribute road safety messaging which is widely received by the public, leading to hundreds of thousands of views from social media users.
- » During this reporting period, Burnaby RCMP issued 15 news releases with content related to road safety. The releases include information around distracted driving, commercial vehicle enforcement, school zone safety, and other educational traffic tips, such as rules around U-Turns and yellow lights.
- » Tweets about Commercial Vehicle Enforcement have been seen by a large audience, with Tweets from the Burnaby RCMP Twitter account highlighting enforcement results and education being seen by more than 356,000 Twitter users.



Public awareness campaigns are designed to have a positive impact on behaviour with regards to the transportation system, with the goal of making Burnaby safe for all road-users whether they are driving, walking, or cycling.

Burnaby RCMP's Traffic Unit conducts regular checks for speeding, distracted driving, and impaired driving.

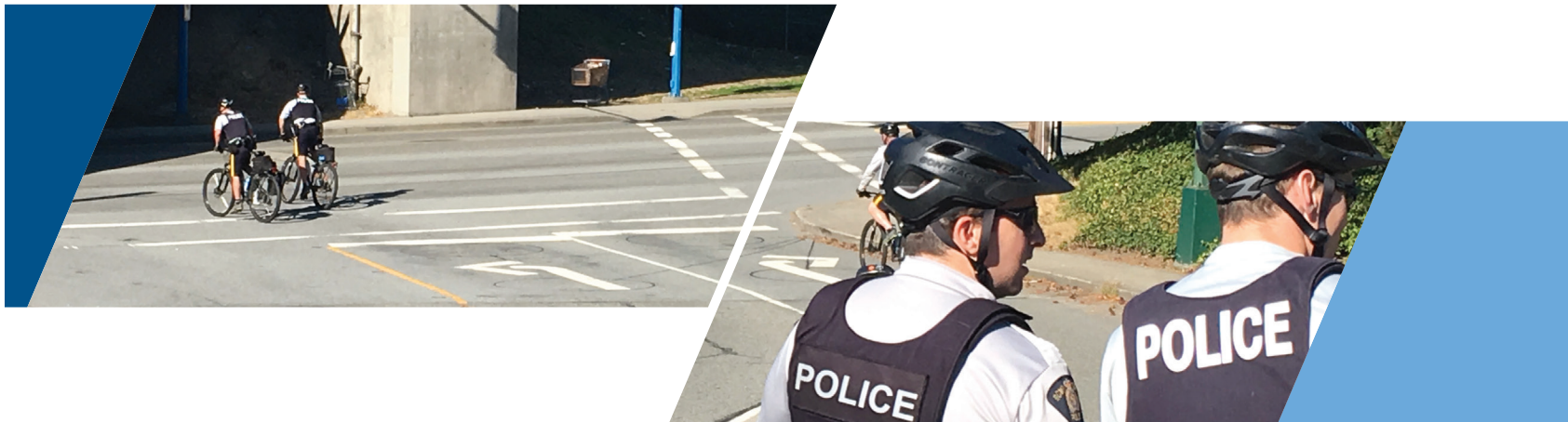
Burnaby RCMP Communications Unit widely shares information from these checks through tweets and news releases, with the goal of educating road users by improving knowledge and spreading awareness through safety campaigns.

Commercial vehicle enforcement is another type of safety campaign meant to make roads safer. Burnaby RCMP is part of an integrated unit that does regular checks of commercial truck traffic across the Lower Mainland, including in Burnaby. Due to the multi-jurisdictional nature of truck traffic, it's believed this ongoing enforcement has a positive effect in all cities across the region.

Burnaby RCMP is planning to expand its commercial vehicle enforcement efforts in 2022, and share information about commercial vehicle safety through a new safety campaign. Burnaby RCMP is also planning to expand its speed enforcement in construction zones to increase safety of roadside workers.

#### POTENTIAL KEY PERFORMANCE INDICATORS

- » Number of commercial vehicle inspection checks within the City of Burnaby
- » Number of speed enforcement initiatives in construction zones
- » Educational activity with trucking Industry



**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.

## BUILDING READINESS PROGRAM

STATUS | ONGOING

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

### OUTCOMES

The Burnaby Emergency Radio Building Amplification Bylaw was adopted in 2018 May and pertains to the installation and maintenance of in-building radio amplification systems to provide uninterrupted public safety and emergency network communications.

Building permit applications submitted prior to the adoption of the bylaw are not required to be compliant with the bylaw. It is important to note however, that should the Burnaby Fire Department (BFD) encounter issues with radios not functioning in any buildings prior to the adoption of the bylaw, discussions are held with the building owners to attempt to gain voluntary compliance to ensure uninterrupted emergency communications.

The BFD Chief Fire Prevention Officer advises there are currently 36 building permits which appear to fall under the requirements of the bylaw. Of these, 13 have applied for a system to be designed, 17 that need to apply or are in the process of applying for system design, and 6 which are being reviewed and may not require radio amplification.

As of this date, there are no buildings that have completed and verified that their radio amplification system is functional, however there are some that will be completing this process in the near future.



First Responders have been identified by many worker advocacy groups and by WorkSafeBC as being at high risk of mental and physical harm due to the work and exposures they face daily. First Responder Resiliency focuses efforts to strengthen the ability of our staff to positively and productively manage the impacts of their work.

## OUTCOMES

The Burnaby Fire Department in collaboration with Burnaby Firefighters Association Local 323 have invested heavily in the building of internal programs, Department Champions and resources to increase the proactive and reactive support for its members in an effort to protect them from the lasting harms presented by work-related challenges to their mental and physical health.

### Peer Support Program

- » Departmental introduction training complete
- » Tracking System in place to identify the number of visits and hours of intervention
- » Local 323 developed a Phone App to link members with services
- » 2021 Q3 & Q4 Targets:
  - Spousal-Partner Support Sessions
  - Increase link with IAFF Centre of Excellence & Recovery
- » 2022 Q1 & Q2 Targets:
  - Enhanced training for support members

### Resilient Minds Program

- » In 2018, the department initiated an internal training program to support its members
- » All department members have completed training
- » Provide program to all department entries & establish a new target for coming years program refresher training
- » Audit content at +1 Year to find opportunities for improvements and growth

### Critical Incident Stress Management Team

- » Managing numbers within team:
  - Burnout
  - Replacement
- » Tracking number of sessions to identify trends
- » Growth in providing support and monitoring of Management Team needs
- » Auditing program for consistency in delivery, training and program development
- » Growing the program link with external support resources: WSBC CIR Program

### BC First Responder Mental Health Program

- » 3rd party resource provided for First Responders
- » 2021 Q1 Speaker Series: (6) online sessions provided as Department training
- » 2021 Q3 & Q4 Targets:
  - Development in progress for Deeper Dive Speaker Series, Occupationally Aware videos, Family Framework, Retiree Framework

### BFD Health & Wellness Program

- » Annual Mental Health Check-In for each Department member
- » Continuing Program

### City of Burnaby: Not Myself Today Program

- » BFD supporting this program and integrating this program into existing department

### Psychological Health & Safety

- » Senior Leader Level Program completed

### Mental Health First Aid

- » City HR request to provide training to Peer Support staff
- » Senior Leader Level Program completed

The BFD Dispatch Study has been undertaken to assess the scope and feasibility of redeploying the department's Communication Centre from its current location at aging Fire Station #1 to a new available location within Fire Station #7.

**OUTCOMES**

This project has been completed and is now being held pending future City initiatives.

**Project Design**

- » Phase of project undertaken to ensure all component needs are addressed
- » User needs defined and identified
- » Solutions to provide for project needs currently in refinement

**Project Approval**

- » Approval of Mayor and Council within the 2022-2026 Budget timeframe is yet to be provided
- » A project scope, plan and cost refinement is in development by City Project Manager
- » Standing by to identify achievable funding as a portion of the 2022 budget planning cycle



In 2019 the Fire Department engaged an external consultant to provide a Burnaby Fire Department Needs Assessment. This assessment focused on completing a qualitative and quantitative analysis of the current state of the Burnaby Fire Department (BFD), and to identify service gaps and future demand drivers.

**OUTCOMES**

The external consultant provided a published document that identifies recommendations for the BFD. The BFD and City will develop a 2021-2026 Strategic Plan that provides approval and funding at an achievable pace to care for the required action items identified.

**FIRE SERVICE NEEDS ASSESSMENT IDENTIFIED SERVICE DELIVERY ENHANCEMENT ITEM**

**1.1 Increase executive staff to lead department improvement initiatives**

- » 2018 executive staff: (4) members - Complete
- » 2021 executive staff: (6) members - Complete
- » Target 2022 executive staff: (7) members - On Target: Pending budget approval for 2022

**1.2 Invest in IT infrastructure and analytics support to develop a proactive innovative, and data-driven culture**

- » Target: Establish an IT Business Intelligence/ Analytics Tool from which statistics information can be easily accessed. - On Target: planned for 2022 Q3 completion

**1.3 Develop & communicate a 24-month Strategic Plan**

- » 2021-2026 Strategic Plan to be developed based on achievable projects and valuing current Department workload - Complete
- » 2021-2026 Strategic Plan complete and accepted by City Council. - Complete
- » Target: Periodic review and utilization of plan to drive departmental initiatives and achievements to 2026. - On Target: planned for 2022 Q3 Completion

**2.1 Provide new positions to develop, implement, and oversee department initiatives in occupational health, safety, and wellness**

- » Historically, this responsibility has been shared across multiple positions within the department.
- » Current need to this issue is a single chief officer able to focus directly on coordinating all of the BFD’s numerous projects and initiatives.
- » Currently 7th chief officer position within 2022 Annual Operating Budget process for City approval. - On Target: Pending budget approval for 2022

**2.2 Provide new positions to champion and increase workplace diversity to reflect the community the department serves**

- » Historically the BFD had insufficient position resources to fulfill a needed proactive management. - Complete
- » In 2020 a net new position was provided for this specified responsibility: Captain of Training Diversity, Inclusion and Recruitment. - Complete
- » Target: Significant gains in BFD diversity hiring have been achieved, with future value to the potential candidates being support and developed. - Complete & ongoing

**2.3 Replace Fire Station 4**

- » Replacement of Fire Station #4 has been approved and exists within the current City Capital project plan. - Complete
- » The current location for Fire Station #4 is being assessed for suitability versus potential alternate locations based on changing service demands within Fire District #4. - Complete
- » Target: A City Planning Department suitability study is currently being undertaken to identify suitable location alternatives for Fire Station #4. - Complete

**3.1 Improve emergency response times.**

- » Target: Oversight of this initiative requires establishing an IT Business Intelligence/Analytics Tool from which statistics information can be easily accessed. - On Target: planned for 2022 Q3 completion

### 3.2 Staff Ladder companies to NFPA 1710 standard – 1 FF per Ladder (20 FTE)

- » Prior to 2021 Department Ladder Companies were provided with (3) members. - Complete
- » 2020 Q4 the BFD was provided (20) new positions to correct staffing on Department Ladder Companies. - Complete
- » Target: 2021 Jan 01 the BFD transitioned to NFPA 1710 compliant Ladder Companies staffed with (4) members. - Complete

### 3.3 Build a Fire Station on Burnaby Mountain – 4 FF (20 FTE)

- » A new Fire Station #8 located on top of Burnaby Mountain has been approved and exists within the current City Capital project plan. - Complete
- » The City Planning department is currently in negotiations with SFU to identify suitable land space for Fire Station new construction.  
- On target for 2023 opening
- » Target: A City Planning department suitability study is currently being undertaken to identify suitable location alternatives for Fire Station #8.  
- Complete

### 3.4 Build a Fire Station at Big Bend – 4 FF (20 FTE)

- » The Big Bend area of Burnaby is currently provided fire protection via first responding fire companies from the Edmonds and Metrotown fire stations.
- » A new Fire Station #9 located in the Big Bend area is in the conceptual proposal stages.
- » Target: Establishing a firmer timeline for this project as the City progresses within 2022-2026 Capital project planning and City approvals.

### 3.5 Complete a Fire Station Location Strategy to address future growth

- » Target: The City is undertaking a space needs study for Fire Station #1 to establish the replacement requirement of the BFD in the future.

### 4.1 Rebrand the Prevention Division to Community Risk Reduction

- » Current initiatives include:
  - a. Interim FPO re-locating to a more suitable office space on 5th floor Christine Sinclair Community Centre, expected Q1, 2022.
  - b. FPO Re-Inspection Bylaw has been changed to support cost recovery for non-compliance based re-inspection. - Complete

### 4.2 Develop a comprehensive Burnaby Mountain strategy to address changing risks

- » Concern for BFD response to the changing fire/safety risk on Burnaby Mountain due to industrial expansion. - Complete
- » The City and BFD have identified the need for additional fire responses to maintain current levels of service within the city based on the growing industrial risk to Burnaby Mountain. - Complete
- » Current initiatives include:
  - a. Expansion of the BFD's service capabilities related to wildland firefighting - Complete
  - b. Expansion of the BFD's service capabilities related to airborne toxin identification (Air Quality Indexing) - Complete
  - c. Need for a Fire Station on top of Burnaby Mountain - Complete
  - d. Need for (2) additional Fire Companies
- » The City is progress toward the planned 2023 activation of a new Fire Company to enhance further emergency service delivery to Burnaby Mountain in support of changing risk within the City.

## COMMUNITY SERVICES PORTAL

STATUS | ONGOING

When vulnerable residents are connected to community amenities and services, they are less likely to become victims or perpetrators of crime. This in turn 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.

### OUTCOMES

Due to the impact of the pandemic on City, human and capital resources, this initiative has been paused for future reassessment.

## BURNABY MOBILIZATION & RESILIENCY TABLE

STATUS | ONGOING

The Burnaby Mobilization and Resiliency Table (BMART) is a collaborative initiative, led by the City and the Burnaby RCMP. The intent of the program is to create a central hub for the partnering agencies to meet together, and present situations of “acutely elevated risk” (AER). These situations are run through an established process, which will either initiate a multi-agency intervention to immediately reduce risk of harm to Burnaby residents, or initiate a collaborative case management response, outside of the BMART setting. Participating agencies, including government agencies and not for profit organizations, meet weekly at City Hall.

### OUTCOMES

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

### TIMELINE

After being paused due to COVID-19, BMART weekly meetings resumed in spring 2021, however, the meetings are now conducted through video-conferencing rather than in person. Due to the sensitive nature of the information being discussed, conducting multi-agency meetings via video was not permitted. This new meeting format has presented challenges and as a result some agencies have reduced participation resulting in a decrease in the number of weekly situations being presented. Despite setbacks, overall agency engagement remains strong and participants continue to work to improve the delivery of service through BMART.

Strong communities begin with strong residents. Resident participation and engagement are the cornerstone to creating vibrant, well-functioning, and safe communities. In an effort to enrich the quality of life of Burnaby residents, enhance harmonious neighbour to neighbour relationships, and to promote civic responsibility, the City will publish and distribute “Good Neighbour Guidelines”.

The guidelines will foster citizens awareness on topics such as; how best to assist their vulnerable neighbours during extreme weather events, or other similar emergency situations; providing property owner’s and/or occupiers with general information on various bylaw requirements related to private properties; ensuring citizens are informed about the bylaws regulating the use of parks and public spaces, and; providing general information on other areas that contribute to overall good neighbourhood relations.

**POTENTIAL KEY PERFORMANCE INDICATORS**

- » Number of households included in the distribution
- » Community feed back
- » Reduced repeated calls for service to bylaw enforcement
- » Educational and awareness events





**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.

**EARTHQUAKE STRATEGY** **STATUS | ONGOING**

Due to the COVID-19 pandemic, the activation of the City’s Emergency Operations Centre from March 11, 2020 to present day, and the reassignment of staff resources to focus on the City’s response to and service/program restart and recovery from the COVID-19 situation, the initiation of the Earthquake Strategy has been tabled at this time.

- » Number of earthquake preparedness actions
- » Increase in number of residents and businesses engaged in response planning and actions
- » 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
- » 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



Due to the COVID-19 pandemic, activation of the City’s Emergency Operations Centre from March 11, 2020 to present day, and reassignment of staff resources to respond to the COVID-19 situation, many Emergency Response & Strategies initiatives were deferred, postponed or tabled. This included:

- » Emergency Management Training for City staff and volunteers – postponed to 2021
- » Emergency Management Exercise for City staff and volunteers – postponed to 2021
- » Expansion of emergency preparedness awareness and training for residents, businesses and organizations – postponed to 2021
- » Relaunch of Neighbourhood Emergency Preparedness Program or developing a Resilient Neighbourhoods Program - Tabled
- » Provincial modernization of the Emergency Program Act - deferred by Emergency Management BC to 2021 due to COVID-19 and the Provincial election
- » Review of Emergency Plan – initiated in early 2020, postponed to 2021
- » Review of Emergency Operations Centre Plan – initiated in early 2020, postponed until after EOC deactivated and decommissioned

HRIVA update to include spatial analysis of natural hazards prioritize strategies and actions based on this spatial analysis at a city-wide and neighbourhood scale. – tabled.

- February 2020 Pandemic Guideline updated. COVID-19 Annex and resources added 2020.03. Annex continually updated as additional information and resources made available from Health Canada, Ministry of Health, BCCDC and Fraser Health Authority.
- March 2020 Business Continuity Strategy and Framework initial Essential Services Assessment specific to COVID-19 completed.  
  
Emergency Support Services (ESS) Plan amended to include Annex for COVID-19 Considerations as per COVID-19 Memorandums, Guidelines and recommendations related to ESS delivery. Annex continually updated as additional information and resources made available from EMBC, Health Canada, Ministry of Health, BCCDC and Fraser Health Authority.  
  
Crisis Communications Strategy, Framework and Guidelines in progress resulting from lessons learned and applicable from COVID-19 pandemic situation.
- May 2020 COVID-19 Recovery Framework and Service Resumption Playbooks completed.  
  
Flood Management Guideline v2020 update completed. Flood Management Guideline v2021 update initiated.
- June 2020 COVID-19 Response Improvement Opportunity Assessment initiated 2020.06 to inform COVID-19 2020 After Action Report initiated 2020.06.
- July 2020 Extreme Heat Initial Response Guideline update completed. COVID-19 Annex for Cooling Centres added 2020.08. Annex continually updated as additional information and resources made available from EMBC, Health Canada, Ministry of Health, BCCDC and Fraser Health Authority.
- July 2021 Activated and augmented the Extreme Heat Initial Response Guideline in response to the Heat Dome event and updated the guideline to incorporate information learned from the event.
- March 2021 Freshet was updated to reflect the dyke reach enhancements undertaken by Engineering.
- May 2021 Stood down EOC and made changes to the organizational structure with lessons learned after 486 operational period.

- August 2021 Intern partnership with Master's student from York University to create a report that will inform the updating of the Crisis Communication strategy.
- December 2021 Refresh satellite phones and awaiting delivery. EOC Laurel Street planning started and will continue through to Spring 2022 in an effort to have the space complete for June 2022. Engaged Consultant to facilitate a community round table regarding the City's extreme heat response. Holding the community round table February 2022.

**Number of Neighbourhood Emergency Preparedness Program participants**

- » EM, Corporate Communication, Parks, Recreation & Cultural Services, RCMP, Fire, residents, businesses, volunteers

**Number of updated emergency preparedness plans and guidelines**

- » Plans are continually researched, developed, reviewed, augmented and updated as an element of EM
- » Target - Review seasonal plans 3-4 months prior to hazard season. Review core plans annually.
- » Not all plans are the responsibility of EM to develop and maintain
- » EM plans engage all municipal departments.

**Number of training materials distributed in a diversity of languages**

- » 4 lists
- » 12 languages
- » EMBC is the lead for the development of consistent messaging & training materials
- » Burnaby materials supplement those prepared by EMBC



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

**OUTCOMES**

To positively impact the fire safety of homes across the city, with initial focus on the support for at-risk communities within the city.

Captain of Fire Prevention for Public Information, Public Education & Community Outreach to be in place and operational for 2020 Q1 - completed

Quick Start Plan to be in place for 2021 Q1 - completed

Comprehensive Program Plan to be in place for 2021 Q3 - on hold re: COVID-19 restrictions

**Positively impact the presence of working smoke alarms within the at risk homes:**

- » provide 100 new working smoke alarms within the homes of the at-risk population in 2021
- » due to the direct contact of City employees with community residents, this program has been placed on hold during COVID-19



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.

### **OUTCOMES**

The Laurel Street Works Yard redevelopment project is the phased replacement of the City's main engineering and public works facility at 5780 Laurel Street, which has reached the end of their useful life. Phase 1 included the construction of the yard building, which is used for storage of tools, materials and salters/sanders. Phase 2 will include the construction of the main building, which will house the City's fleet repair garage, facilities management shops, engineering operations, data centre and Emergency Operations Centre. Construction is currently underway and the main building is expected to be completed by mid-2022. Bulk excavation, concrete formwork, reinforcing and concrete works for the building are complete. The erection of structural steel is complete. Interior and exterior steel stud walls, and ducting, piping, electrical rough-ins are nearing completion in the office area and have started on all other parts of the building. The installation of drywall and exterior cladding have also begun, and the east parking lot was paved in early December 2021.

Additional electrical infrastructure (incoming service upsizing, additional conduits, high-voltage switching kiosk, etc.) have been added to the project to allow for future Electric Vehicle charging. BC Hydro's design to accommodate this increased future capacity is now complete and installation of onsite infrastructure is in progress. The main building is expected to be complete summer 2022, with the remainder of the project completing in mid 2023.

Emergency Support Services (ESS) is a provincial program delivered by the City and legislated by the Emergency Program Act. The ESS program in Burnaby is an active and ongoing program of emergency management. ESS delivery in Burnaby continues under the existing program.

EMBC Emergency Support Services (ESS) Modernization Project was delayed due to COVID-19 and provincial election. This ESS Modernization project includes updates to branding, legislation, policies, processes, training and development of an online tool for evacuee registration and referrals titled *Evacuee Registration and Assistance (ERA)*.

ERA Tool rollout by the province was to be implemented in a phased opt-in approach; Due to physical distancing and contact-free recommendations of the Provincial Health Officer and Healthy Authorities, and the direct impact this had on ESS program delivery, EMBC elected to mass roll-out the ERA Tool province-wide.

ERA documentation received from EMBC, such as the ERA Tool Implementation Package, Electronic Access Agreement, BCeID requirements, ERA User Access Agreement, ERA Supplier Letter, required review by municipal departments prior to sign-off and Tool adoption by the City.

UBCM Community Emergency Preparedness Funding for Emergency Support Services was opened for application intake in 2019 with up to \$25,000 in grant funding available to support the purchased of IT-equipment for ERA Tool implementation. The City applied for and was awarded a \$25,000 grant to be used by March 31, 2021.

### OUTCOMES

- |               |  |
|---------------|--|
| April 2020    | UMBC CEPF ESS grant funding approval letter received. ERA Electronic Access Agreement review and ERA Tool Onboarding pending. Acquisition of technology assets for ERA Tool subject to ERA Electronic Access Agreement execution and resource acquisition.   |
| August 2020   | Emergency Management & Risk Management met with staff from Civic Projects to discuss space allocation for ESS supplies in new Civic Building design. Civic Projects staff recommend a resolution from Council be obtained to guide space allocation requirements. Discussion with General Manager Community Safety regarding a report pending. |
| August 2021   | City of Burnaby has been the host community for evacuees from the Village of Lytton and Lytton first nations.  |
| December 2021 | Participated in daily calls and offered support to the residents affected by the Atmospheric River that caused flooding and landslides throughout the southern province.   |

Due to the COVID-19 pandemic, activation of the City’s Emergency Operations Centre from March 11, 2020 to present day, and reassignment of staff resources to respond to the COVID-19 situation, expected work on the Mass Notification System initiative was temporarily postponed.

**OUTCOMES**

- February 2020 Mass Notification Task Force created reporting to Emergency Planning Committee  
Project Value Proposition completed and provided to Information Technology for review  
Project Plan drafted
- October 2020 Internal stakeholder interviews completed
- November 2020 Public Engagement Survey undertaken
- June 2021 RFP for Mass Notification system options
- August 2021 RFP evaluation currently being undertaken
- December 2021 RFP Awarded, implementation to begin in early 2022

**Frequency of Mass Notifications**

» To be determined subject to solution selected

**Mass Notification Opt-in Rate for Different Message & Formats**

» To be determined subject to solution selected



Extreme weather events are becoming more and more frequent. Temperatures are reaching levels that are dangerous to our health. The risk of health impacts from extreme heat is expected to continue to rise. The heat dome and two subsequent heat waves experienced in British Columbia within a period of just over 8 weeks in the summer of 2021, adversely affected a population unaccustomed and unprepared for such extreme temperatures. During this time the City activated its Extreme Heat Initial Response Guideline to respond to the sharp increase in temperature. This response included opening cooling centres, water distribution and communicated strategies to the public on methods to protect themselves from the heat.

The City will look to build upon the successes it experienced during last year's heat dome and implement lessons learned to build upon and improve its response to extreme heat events. This will include engaging with residences, businesses and community groups to gather information on effective methods to assist the public during extreme heat events. Increase messaging throughout the city to better inform all residents of resources available to them and facilitate extreme heat "information sessions" for the public. The City will also increase the number of cooling centres around the City to ensure they are more accessible to public. These strategies along with additional resources deployed throughout the City will assist the public in being better prepared to respond to extreme heat events.

**POTENTIAL KEY PERFORMANCE INDICATORS**

- » Number of cooling centres
- » Number of residents and visitors attending cooling centres
- » Number of water bottles distributed
- » Number of information sessions held throughout the city





# LOOKING AHEAD TO 2022

With 2021 now behind us, we are proud to have accomplished many community safety initiatives set out in July 2020. We continue to make significant progress on others in an effort to enhance the overall level of safety for our residents and businesses. It was truly a collaborative effort among the City departments and staff during this difficult period that included the ongoing Covid-19 pandemic, wildfires, and the heat dome.

The Community Safety Plan is a strategic document that also includes annual safety initiatives that will evolve and adapt to the ongoing challenges and opportunities. Looking ahead to 2022, the Community Safety Plan working committee will review the current Plan to re-prioritize, and adopt new safety initiatives for the coming year. We have aligned the current reporting period to the calendar year to harmonize with the City's budgeting process and funding for these initiatives.

To achieve our vision of a safe community for all, we will continue to review our plan, processes, and procedures to not only deliver quality safety programs and projects, but also to provide an enhanced response to situations that are facing us today and in the future.

