

BURNABY COMMUNITY SAFETY PLAN

2024 PROGRESS REPORT



ACKNOWLEDGMENT

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

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



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MESSAGE FROM THE MAYOR



I'm pleased to share the 2024 Progress Report for Burnaby's Community Safety Plan (CSP). Community safety is an issue that is constantly evolving as our community grows. That's why we're committed to providing regular updates, to ensure our programs and policies are delivering on the priorities we outlined when we first published the CSP in 2020.

To continue to ensure that our safety measures are responsive to the evolving needs of our community, the City reached out to community members in 2024 and asked them to share their experiences and provide feedback on safety priorities. This feedback will help to shape a new updated CSP to be presented later in 2025 as well as assist in the development of a new Youth and Family First Strategy with the goal of reducing youth involvement with the dangerous gang lifestyle. Work continues on a comprehensive suite of programs and research initiatives to enhance community safety and help prevent the proliferation of gangs and guns in our community.

Fire Station 4 was opened in July 2024, on Greystone Drive, across from Squint Lake Park and directly adjacent to the Trans Mountain tank farm. It replaces the old Fire Station 4 (on Duthie Avenue) which was built in 1956. And we're excited to continue to build on that progress this year, as we expect to have Fire Station 8 on Burnaby Mountain operational in early 2025. Fire Station 8 is the first permanent fire station to be located on Burnaby Mountain—greatly improving our operational capacity in this important neighbourhood of our community.

Construction is now underway on a new RCMP detachment in Burnaby, which will replace the aging facility on Deer Lake Avenue. This project marks an important step forward for community safety, by ensuring our local police are equipped to make Burnaby a safe place for residents, businesses and visitors now and into the future.

As always, your support is invaluable. I am grateful to the residents of Burnaby for your ongoing collaboration. Let's continue working together to build a safer, more resilient community.

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

Mayor Mike Hurley



Clockwise from top left: Councillor Sav Dhaliwal, Councillor Richard T. Lee, Councillor Joe Keithley, Councillor James Wang, Councillor Daniel Tetrault, Councillor Alison Gu, Mayor Mike Hurley, Councillor Pietro Calendino, Councillor Maita Santiago

OUR PURPOSE, VALUES AND GOALS

The City's purpose is to "create the city that we all want to live in and be in."



The City's long term goals are:

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

PLAN AT A GLANCE

WHERE WE WERE

In 2020, the City of Burnaby took a significant step in enhancing community safety by creating its first-ever Community Safety Plan. This plan, developed through collaboration with multiple parties including the Burnaby RCMP, Public Safety Committee, Mayor and Council, community partners, and engaged citizens, addresses local challenges. Through a series of town hall meetings, workshops, and surveys, the community actively contributed its insights, concerns and aspirations, ensuring that the final plan reflected the diverse needs of Burnaby's residents. The plan focuses on five key priorities: Community Amenity Safety, Crime Prevention/Reduction, Transportation Safety, Emergency Services and Emergency Management. The plan not only serves as a blueprint for immediate actions but also sets the groundwork for ongoing improvements and adaptations, with the goal of making Burnaby a safer and more resilient place.

WHERE WE ARE TODAY

Five years since the inception of the Burnaby Community Safety Plan, we have made significant strides toward building a safer, more inclusive community. The plan, initially designed to address a range of safety concerns, has successfully brought together local government, law enforcement, community organizations, and residents to collaborate on creating solutions. Over these years, we have navigated numerous challenges, including rising concerns about mental health, homelessness, and the impacts of the COVID-19 pandemic. These issues, which tested our resilience and adaptability, prompted us to rethink our approaches and prioritize a more holistic, community-based response. Our collective efforts have resulted in stronger partnerships, increased resources for homelessness, and the implementation of innovative crime prevention strategies. While challenges remain, the progress made demonstrates the power of community engagement and a shared commitment to creating a safer and more supportive environment for all Burnaby residents.

LOOKING AHEAD: NEW BURNABY COMMUNITY SAFETY PLAN

The Burnaby Community Safety Plan is evolving to meet the changing needs of our City. Staff are working to update the plan to address new challenges. In 2024, community members shared their experiences and provided feedback on safety priorities. This feedback helps to shape new safety initiatives focused on prevention, intervention, and building stronger community ties moving forward. In response to concerns about gun violence and gang activity, the City is also launching a Youth and Family First Strategy. This new strategy aims to reduce crime by working proactively with youth and families through community education, targeted outreach programs and collaboration with law enforcement. These efforts will help Burnaby navigate a changing landscape and ensure safety for generations to come.



KEY ACCOMPLISHMENTS

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

2020

- » First Community Safety Plan published
- » Pandemic response: reduced risk of COVID-19 transmission and established safe recovery of City operations
- » Substance use response: Naloxone kits distributed to Burnaby RCMP, Burnaby Fire, recreation centres and libraries
- » Evergreening surveillance program: surveillance cameras were upgraded and replaced throughout the City
- » Access improvements completed at Swangard Stadium, Kensington, Arena, Burnaby Lake Clubhouse and Cameron Recreation Complex

2021

- » Emergency Response Centre opens
- » Completed Burnaby Transportation Plan
- » Ongoing pandemic response
- » Burnaby Home Strategy: the City's plan on housing for the next 10 years
- » Burnaby Gang Enforcement Team (BGET) and Gang Conflict Coordination Team (GCCT) created to support anti-gang strategy
- » Fire services review assisting in the development of the Burnaby Fire Department Strategic Plan

2022

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

2023

- » Secured consulting services for a complete update of the 2025 Community Safety Plan
- » Transitioned non-emergency call service to City from E-Comm
- » Created an Intervention Support Team (2 staff) to support homelessness
- » Re-organized Crime Reduction and Intervention team from the RCMP to the City
- » Set up a Winter Shelter to support our vulnerable population
- » Building Safer Communities Fund approves guns and gangs prevention funding application

2024

- » Non-Emergency Call service successfully transitioned to the City, is open to the public 24/7, reducing wait-times substantially
- » As part of a \$2.7 Guns and Gangs grant funded by Public Safety Canada, work is ongoing on research projects at SFU, and direct prevention and intervention work with several key community partners.
- » Robust public engagement to help shape and update the 2025 Community Safety Plan.
- » Explored and applied for several grant opportunities to augment City funding for new safety initiatives
- » Intervention Support Team expanded to a total of 5 staff

MOVING FORWARD

In 2025, the Burnaby Community Safety Plan is undergoing a complete update, with exciting new initiatives that reflect the insights gathered through extensive public engagement. Building on community feedback and the evolving needs of residents, this updated plan introduces innovative strategies that focus on proactive crime prevention, mental health support, and inclusive safety practices. The new initiatives are designed to address current challenges, such as

rising concerns over youth involvement in gangs, the impact of substance use, and the ongoing need for stronger community-police partnerships. With a focus on collaboration, the updated plan ensures that Burnaby remains a vibrant and safe city for all, by empowering residents, enhancing support services, and investing in sustainable solutions that adapt to the unique needs of our diverse community.



PRIORITIES AND INITIATIVES

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

PRIORITIES		INITIATIVES	
1	COMMUNITY AMENITY SAFETY	» Housing	» Homelessness response
	Maintain a high level of safety in City buildings and facilities for the public and staff	» Lighting the way	» Parks and natural areas enhancement
2	CRIME PREVENTION AND REDUCTION	» Civic Building Asset Safety Inspection Program	» In-house animal enforcement
	Ensure citizens and businesses feel safe in our community	» Integrated Resources for Investigations and Safety	
3	TRANSPORTATION SAFETY	» Crime Reduction and Intervention Division	» Prolific offender
	Make city streets, pathways, trails and sidewalks safer	» Non-emergency call centre	» Community watch
4	EMERGENCY SERVICES	» Child and youth safety	» Gang enforcement and education
	Provide responsive emergency services	» Evergreening Surveillance Program	» Integrated Community Gang and Gun Violence Prevention project
5	EMERGENCY MANAGEMENT	» Cyber security outreach	» Good Neighbour Program
	Enhance plans, procedures, and services to improve response to emergencies and the ability to maintain City services	» Street safety improvements	
		» Safety campaigns: commercial vehicle enforcement	
		» RCMP mental health response	» Enhanced fire service coverage
		» First responder resiliency	» Enhance community engagement
		» Enhance emergency response services	» New technical programs
		» Earthquake strategy	» Extreme weather strategy
		» Emergency strategies	» Emergency support services
		» Emergency Operations Centre	» Age friendly extreme weather planning



COMMUNITY AMENITY SAFETY

This priority recognizes that a safe community has public spaces and amenities planned, designed, built and managed to prevent or reduce harm or injury.

Housing

Housing initiatives in 2024 that impacted community amenity safety include:

- » implementation of HOME: Burnaby's Housing and Homelessness Strategy
- » working with partners to develop several City-owned sites for affordable (non-market) housing
- » implementation of Rental Use Zoning Policy to secure new non-market and market rental housing.
- » ongoing City participation in the Burnaby Rent Bank

OUTCOMES

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

In 2024, the City selected 10 directors to lead the [Burnaby Housing Authority](#), a unique municipal corporation which will help accelerate the creation of non-market housing in Burnaby.



Lighting the way

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

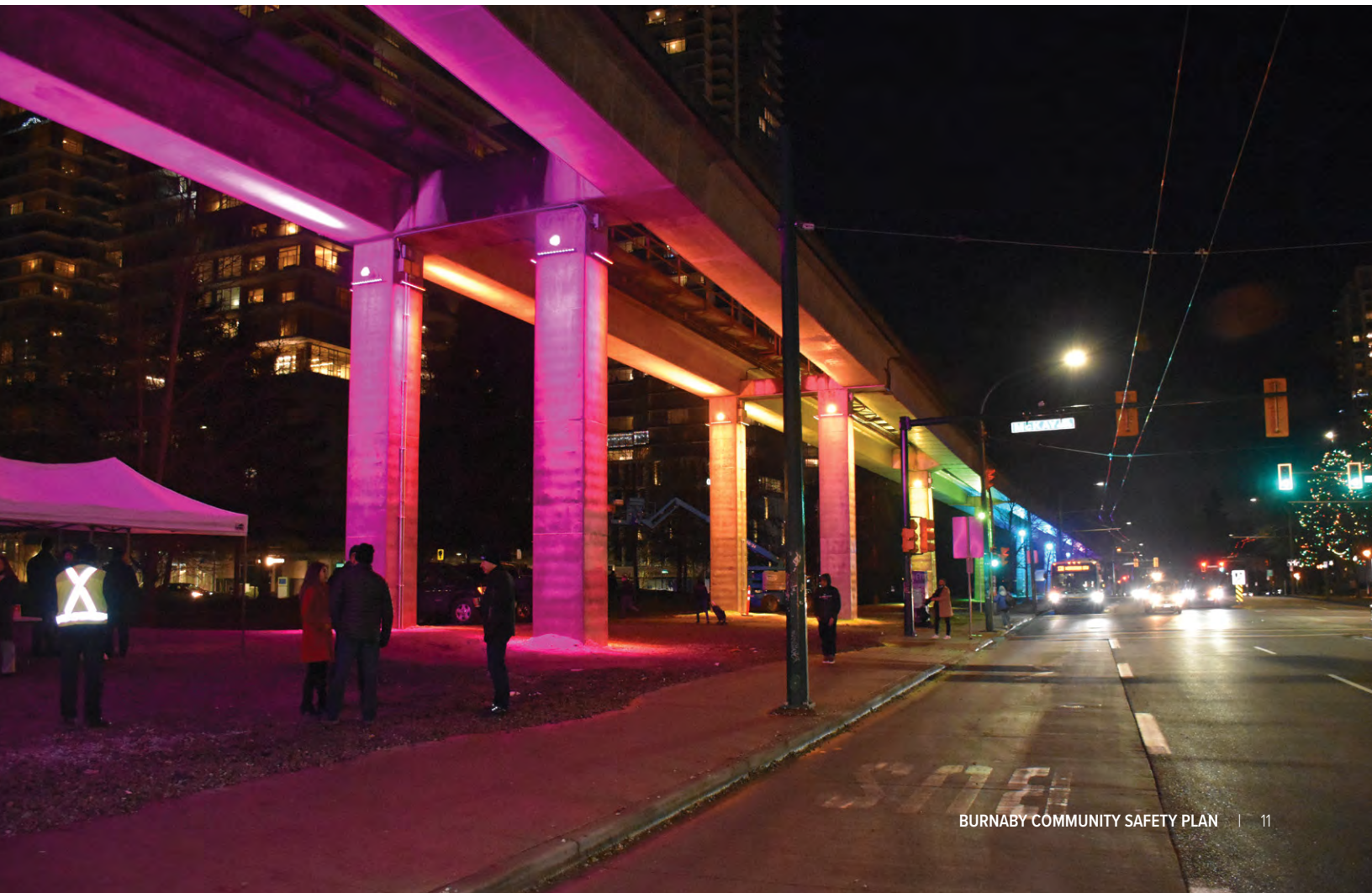
- » existing MUP lighting fixtures
- » available infrastructure
- » trail/facility length
- » pedestrian volume
- » roadway proximity
- » adjacent roadway classification
- » transit proximity
- » school proximity
- » town centre proximity

OUTCOMES

Lighting upgrades are currently in design for:

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

This work is included in the Engineering Capital Plan (2024-2028) and is ongoing. Once locations are completed, additional locations will be added.



Civic Building Asset Safety Inspection Program

The City of Burnaby owns and operates a collection of civic buildings including City Hall, works yards, libraries, fire halls, police stations, recreation centres, daycares, resource centres and other support facilities. Safe and sustainable buildings are critical for community safety and resilience.

The City continues to deliver its Civic Building Asset Safety Inspection Program to proactively maintain, inspect and repair building systems and ensure safe occupation. The program includes regular inspections of various building systems including structural, roofing, interior finish, mechanical, plumbing, electrical, fire protection and elevator systems.

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

OUTCOMES

In 2024, this program expanded to include an additional 150 preventative maintenance tasks and inspections across the portfolio of facilities. This program extended the life of various systems, identified systems requiring repair or replacement and helped to ensure the safe and continuous operations and facilities that Burnaby staff and residents depend on.

Integrated Resources for Investigations and Safety

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

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

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

OUTCOMES

The City has completed a security platform evaluation, and is currently developing recommendations on its future state. Once the direction is established, we will begin to move forward with this initiative. Work is anticipated to begin in 2025.



Homelessness response

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

OUTCOMES

In June 2024, the [Mayor's Task Force on Unsheltered Community Members](#) completed a multi-disciplinary, collaborative process to develop a 13 point, action-oriented strategy to address the needs of unsheltered community members. Actions include the creation of additional shelter spaces and supportive housing and complex care units.

Established in 2023, the Intervention Support Program expanded in 2024, growing to four full-time Intervention Support Workers (ISWs) who report to the Manager, Intervention Support. With the addition of three new ISWs 2024 represents our first fully staffed year of operations.

The Intervention Support team provides a rapid response to individuals experiencing homelessness in Burnaby and assists with referrals to shelter, housing, income, and health services. This program also facilitates an inter-agency working group of outreach and support services teams in Burnaby to provide coordinated, focused, and efficient outreach services to those in need.



Parks and natural areas enhancement

In 2024, Fire Rating Signs were installed in parks across Burnaby in response to public inquiries about fire risk protocols. The fire rating signs provide clear information about the current fire hazard level, guiding visitors on safe behaviors during varying fire risk conditions. This initiative enhances public safety by promoting awareness and safe practices, reducing accidental fires, and offering consistent, accessible messaging with QR codes linking to multilingual information on the COB website. These durable, low-maintenance signs provide year-round updates, reinforcing Burnaby's commitment to community safety and environmental stewardship.

In 2018, Parks initiated the installation of bear-proof garbage containers in select parks, placed Public Access Liferings (PAL) at unsupervised public beaches and waterways to prevent drownings and installed emergency call boxes as a pilot program in Central Park which instantly connect people with first responders (direct contact to 911 ECOMM dispatch).

In total, there are now:

- » 207 bear-proof garbage containers located throughout Burnaby parks known for a high number of bear sightings. The location of all bear-proof garbage containers can be found on the [Burnaby Map Open Data](#) portal, by navigating to the [Burnaby Map](#) 'Layer List', then drilling down to Engineering Operations / Solid Waste / Bear Garbage Cans.
- » A combination of 9 PAL and Life Rings at Barnet Beach, Burnaby Lake and Deer Lake
- » Five emergency call boxes at Central Park pool, Patterson Tennis Court washroom, Central Park Pitch n' Putt, Patterson Skytrain Station, and Variety Park

Annually, we also replace playground equipment at three locations that are at end of life to maintain CSA standards, avoid possible hazards, and maintain a safe play area.

OUTCOMES

- » 48 Fire Rating Signs were installed in high-traffic areas and major parks. The signs display current fire risk levels to educate and protect park visitors.
- » The following three playgrounds were rebuilt to meet CSA standards:
 - Lobley Park
 - Forest Grove Park
 - Poplar Park



In-house animal enforcement

In 2024, the City brought animal control enforcement responsibility in-house. Historically the City has contracted this service to the BC SPCA. Assigning this responsibility to City staff will improve service levels and enable the City to better focus enforcement efforts in parks and other public spaces. Potential savings from the renegotiated contract terms with the SPCA will partially offset the in-house staffing costs. Facilities and Lands staff are also undergoing the preliminary stages of replacing the current animal shelter on Norland Avenue.

OUTCOME

In 2024, the City successfully brought animal control enforcement in-house, transitioning away from its previous contract with the BC SPCA. This change has allowed for improved service levels, with a more targeted focus on enforcement in parks and other public spaces. The renegotiated contract terms with the SPCA are expected to generate savings, which will help offset the costs of in-house staffing. Additionally, Facilities and Lands staff are in the early stages of renewing the existing animal shelter on Norland Avenue, further enhancing the City's animal care infrastructure.



2

CRIME PREVENTION AND REDUCTION

This priority is about protecting people and property in Burnaby. This work focuses on reducing crime and effective apprehension of offenders.

Crime Reduction and Intervention Division

Launched in 2023, the Crime Reduction and Intervention Division plays a key role in the City's proactive community safety response.

This team engages the community by providing outreach, education and coordinating community building programs across the City. Specially trained staff also offer hands-on security assessments to business and residential properties.

The division also implements the Integrated Gang and Gun Violence Prevention Project, which seeks to reduce the risk of youth engaging in this dangerous lifestyle and making our community safer for years to come.

OUTCOMES

- » Hosted **11 Safe Community Series** sessions on various topics related to crime prevention trends and community safety.
- » Provided **15 community presentations**, including training workshops for new Block Watch Captains and Co-Captains in Burnaby.
- » Attended **12 community events**, including Block Watch socials to bring neighbors together.
- » Completed **20 security assessments** to enhance the overall security of residences and businesses in Burnaby.



Non-emergency call centre

With ongoing issues at E-Comm, Burnaby's businesses and residents experienced long wait times that led to many abandoned calls. In Spring 2023, Council approved the recommendation to transition non-emergency call service back to the City and renegotiate the contract with E-Comm. At the same time, this decision will provide options moving forward to further explore having the City Call Centre in the new RCMP Detachment.

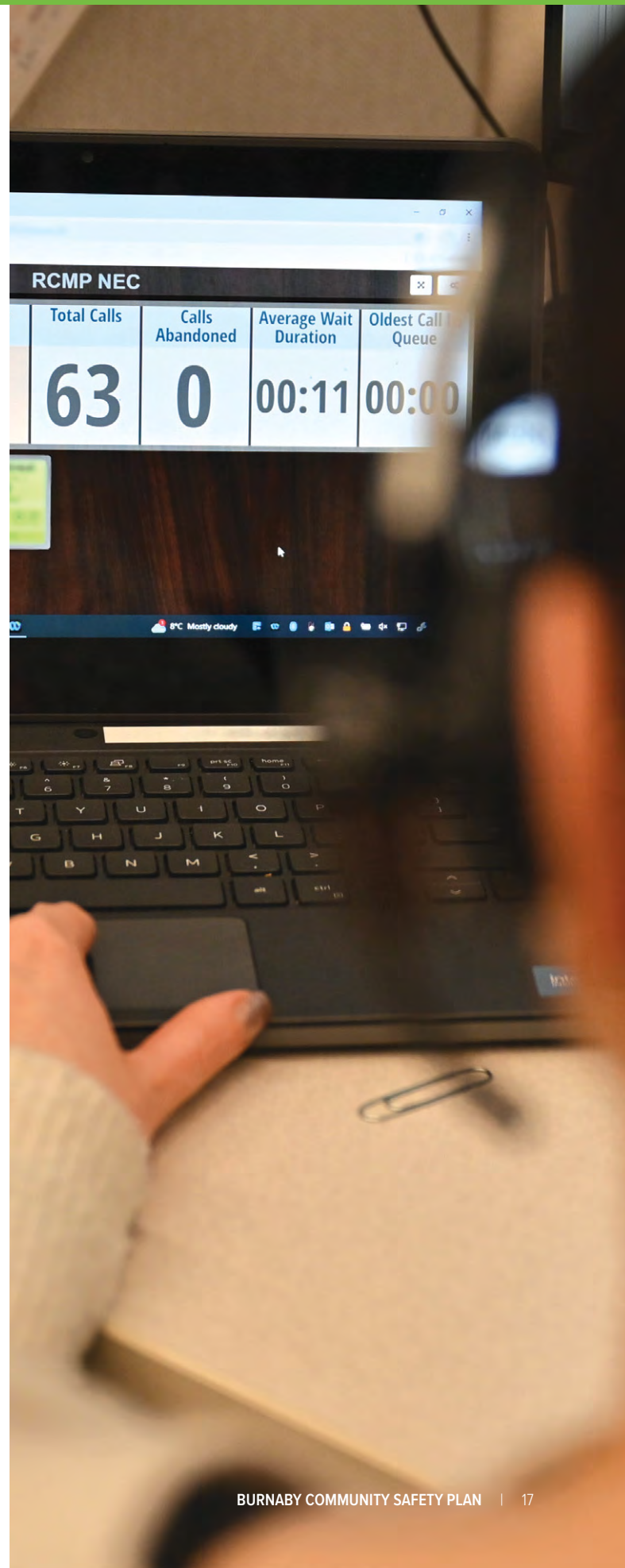
OUTCOMES

One year since its launch in October 2023, Burnaby's Non-Emergency Call Centre (NECC) has answered 25,871 non-emergency calls in Burnaby, significantly improving service and responsiveness for Burnaby residents calling the non-emergency line. The NECC was launched with a three-phased approach in response to declining service levels.

In November 2024, Burnaby's NECC expanded its hours as it entered its final phase and is now taking calls 24 hours a day, seven days a week.

The majority of non-emergency calls are answered in less than one minute, a significant improvement from previous service levels.

The NECC, which is based at the Burnaby RCMP Detachment, continues to see increasing call volume.



Child and youth safety

From helping keep youth safe on our roads, to creating meaningful connections to encourage positive choices, child and youth safety is a priority for the Burnaby RCMP.

OUTCOMES

- » Burnaby RCMP's Traffic Services Unit and Youth Section conducted 159 enforcement initiatives in school zones in 2024.
- » Burnaby RCMP hosted [four car seat safety clinics](#) in 2024. These educational sessions help parents and caregivers ensure their car and booster seat set-ups are properly installed and adjusted to help keep our community's youngest passengers safe. Five additional Burnaby RCMP officers were trained to be Certified Child Passenger Safety Educators in 2024.
- » Six Choose Your Ride events were held over grad season, educating students on the dangers of impaired driving and highlighting the importance of making good choices.
- » Burnaby RCMP hosted 25 students as part of its [Youth Academy](#) over Spring Break. This unique five-day program gave grade 11 and 12 students from across Burnaby a behind-the-scenes look at policing, allowing them to explore law enforcement as a possible career and exploring topics such as law, traffic, and mental health.
- » Burnaby RCMP's Youth Section hosted three youth summer [soccer camps](#) this year, hosting 180 local youth over nine days. This year, an all-girls camp was added for the first time. The camps focus on soccer skills while helping youth between the ages of eight and 13 develop skills such as teamwork, communication and leadership to help build resiliency.



Evergreening Surveillance Program

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

In recent years, the City upgraded existing and designed and installed new CCTV monitoring systems at various City facilities.

OUTCOME

2024 saw seven net new projects either completed or underway and eight upgrade projects continuing. All 15 projects are anticipated to be completed in 2024.

Locations include:

- » Bonsor Recreation Centre
- » Burnaby Mountain Golf Course
- » Riverway Golf Course
- » Edmonds Community Centre
- » Burnaby Lake Sports Complex
- » Burnaby Lake Rugby Club

The City will continue to review opportunities to upgrade existing systems, and add new installations.



Cyber security outreach

Scammers are always changing tactics as they look to defraud their victims. Burnaby RCMP's Economic Crime Unit provides public education presentations to prevent and deter cybercrimes. Burnaby RCMP's Communications Unit also works closely with sections across the detachment such as Economic Crime, Frontline, and Serious Crimes to stay on top of current fraud trends that may affect Burnaby residents. Burnaby RCMP also shares timely scam-related messaging to educate, engage and create public awareness on emerging fraud trends.

OUTCOMES

- » In 2024, Burnaby RCMP's Economic Crime Unit was featured in several media articles including a feature article on [cyber crime](#), which included safety information about emerging scams. A [news release](#) with safety information was also issued in relation to a bank card scam that had victimized two seniors in Burnaby.
- » In July, a 19-year-old Burnaby man was charged with 23 offences in relation to an online sextortion investigation involving teenage victims from across the country following an investigation by Burnaby RCMP's Child Abuse and Sexual Offences (CASO) Unit. Burnaby RCMP was able to share information about this file through a [news release](#) and subsequent media interviews that were shared across the country and included information and resources to help keep kids safe online.
- » Burnaby RCMP's Economic Crime Unit received five notifications from the National Cyber Crime Center in 2024 regarding Ransomware attacks to businesses in Burnaby. Economic Crime Investigators notified the affected businesses so they could protect their networks and systems as these attacks can sometimes go undetected. Further investigation was conducted to determine if there was evidence linking the bad-actors to specific ransomware groups.
- » ECU investigators attended conferences, including a Cryptocurrency money laundering workshop hosted by the RCMP's Federal Serious and Organized Crime Unit, and an investment fraud event hosted by the BC Securities Commission.



Prolific offender

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

In 2024, 96 charges were approved by the BC Prosecution Service in relation to POST investigations.

OUTCOMES

- » A three-year-long POST investigation into stolen catalytic converters resulted in charges being approved against a 50-year-old Surrey man. [Project E-Pagwa](#) also resulted in the recovery of 439 catalytic converters, the majority of which were believed to be stolen and destined for shipment to the United States. The catalytic converter seizure was the largest Burnaby RCMP officers have ever seen.
- » A POST investigation into a series of fraudulent purchases and theft, which included the purchase of heavy machinery, resulted in 43 charges being forwarded.
- » POST gave an educational presentation as part of the City of Burnaby's Safe Community Series. The session focused on topics such as catalytic converter theft and property crime trends in Burnaby while offering attendees practical crime prevention strategies.



Community watch

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

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

OUTCOMES

In 2024, Crime Prevention staff continued to support existing Block Watch groups throughout Burnaby by assisting with access to police and City resources. They engaged with Block Watch participants by distributing a monthly Crime Reduction Bulletin in partnership with the Burnaby RCMP Crime Analyst Unit. These bulletins highlighted crime hotspots in Burnaby and provided crime prevention tips on various topics of concern.

Additionally, staff held 11 Safe Community Series educational sessions for Block Watch members and the public. These sessions covered a range of topics, including:

- | | |
|--|-------------------------------------|
| » Empowering Youth | » Emergency Preparedness |
| » Graffiti Prevention | » Block Watch Information Session |
| » Catalytic Converter Theft Prevention | » Top Scams Affecting the Community |
| » Frauds and Scams | » Safety on Transit |
| » Protecting Seniors from Elder Abuse | » Keeping Kids Safe Online |
| » Women's Personal Safety | |

The Crime Prevention team also launched a Captains and Co-Captains Corner, serving as a resource and information hub for program updates, began updating program files and hosted four training sessions and one meet-and-greet event for Block Watch Captains and Co-Captains in 2024.

Throughout the year, Crime Prevention staff maintained their board member position on the Block Watch Society of BC and attended monthly coordinator meetings.



Gang enforcement and education

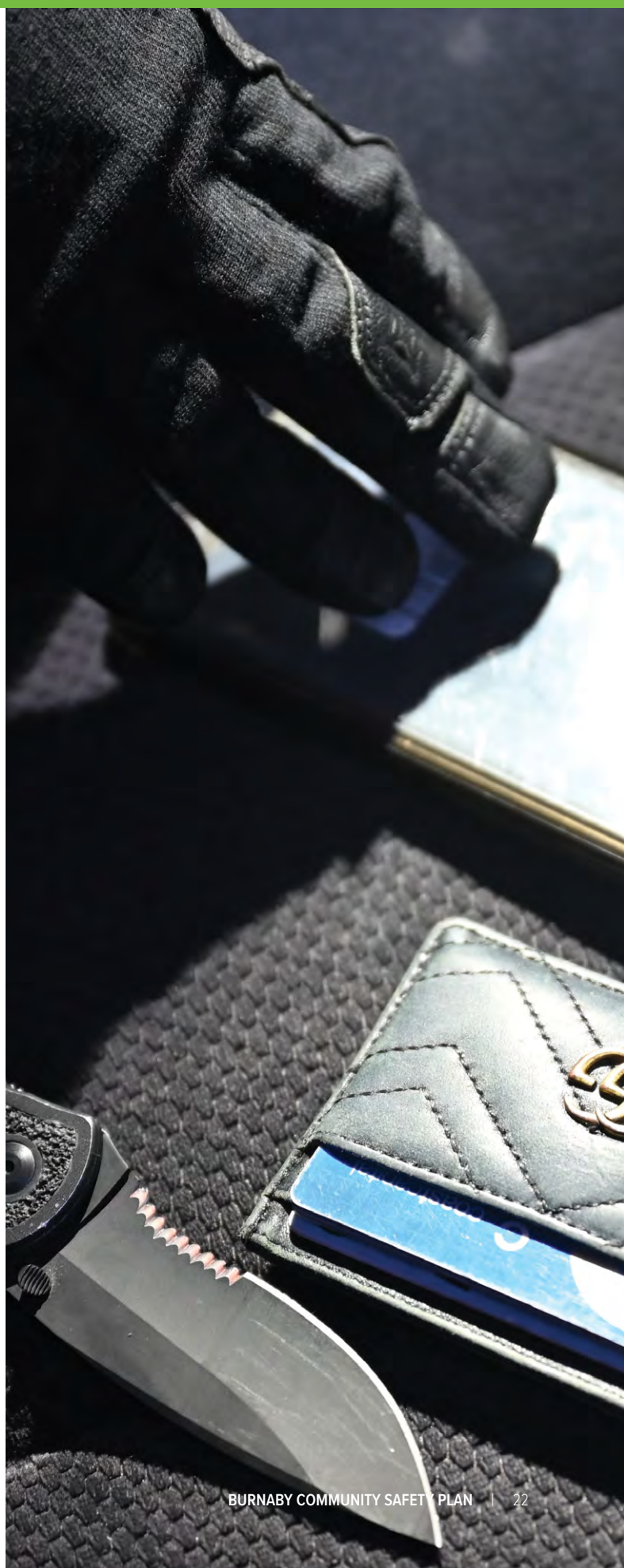
Gangs and organized crime are a concern for all jurisdictions in Metro Vancouver. The Burnaby Gang Enforcement Team (BGET) was created in January 2021 to strategically deter and disrupt gang activity in the City. Working closely with other units in the detachment, the team operates seven days a week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

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

In 2024, BGET members also enhanced their focus on education. BGET held nine presentations, with internal and external partners. The team also worked closely with the City of Burnaby's Crime Reduction and Intervention Division to develop and launch a video series on youth gang prevention.

OUTCOMES

- » Cash seized: \$240,000+
- » Drugs seized: 9+ kilograms
- » Vehicles checked: 1,505
- » Vehicles seized: 23
- » Weapons seized: 66



Integrated Community Gang and Gun Violence Prevention Project

The Crime Reduction and Intervention Division actively implements the City's Integrated Community Gang and Gun Violence Prevention Project. Funded by the Federal Building Safer Communities Fund, this project offers includes a range of direct intervention services to support youth and families through community partner programs and City-led initiatives. These efforts focus on reducing vulnerabilities and known risk factors associated with the gang and gun lifestyle.

The City launched a broadly viewed series of youth gang prevention videos. These videos cover topics such as the myths surrounding gang involvement, girls in gangs, the growing risk of 3D-printed guns, and strategies for building youth resiliency.

With support from the Civic Innovation Lab and the SFU School of Criminology, the project also includes four research studies examining the local gang and gun landscape and prevention strategies.

The Integrated Community Gang and Gun Violence Prevention Project is scheduled to run until March 2026.

OUTCOMES

- » Launch of the [Gang and Gun Prevention](#) series of education videos for parents and caregivers
- » Ongoing coordination with community partners to provide intervention and support programs to youth and families
- » Evaluation program and supporting data collection continues
- » City-led programs to support public gang prevention education and youth resilience building continue
- » SFU Criminology Research projects continue, with anticipated completion in 2026



Good Neighbour Program

Well-connected neighbourhoods are the building blocks of a vibrant and safe community. Often the most effective approaches to addressing issues such as crime and disorder are right at our doorstep—in our own neighbourhoods. Burnaby's Good Neighbours program offers ideas and information about programs available to promote neighbourhood engagement.

OUTCOMES

The Crime Reduction and Intervention Division launched the Burnaby Good Program in late 2023. The webpage Burnaby.ca/GoodNeighbour was promoted to community members and organizations as a resource for a range of helpful information. Additional content will be added in 2025.



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.

Street safety improvements

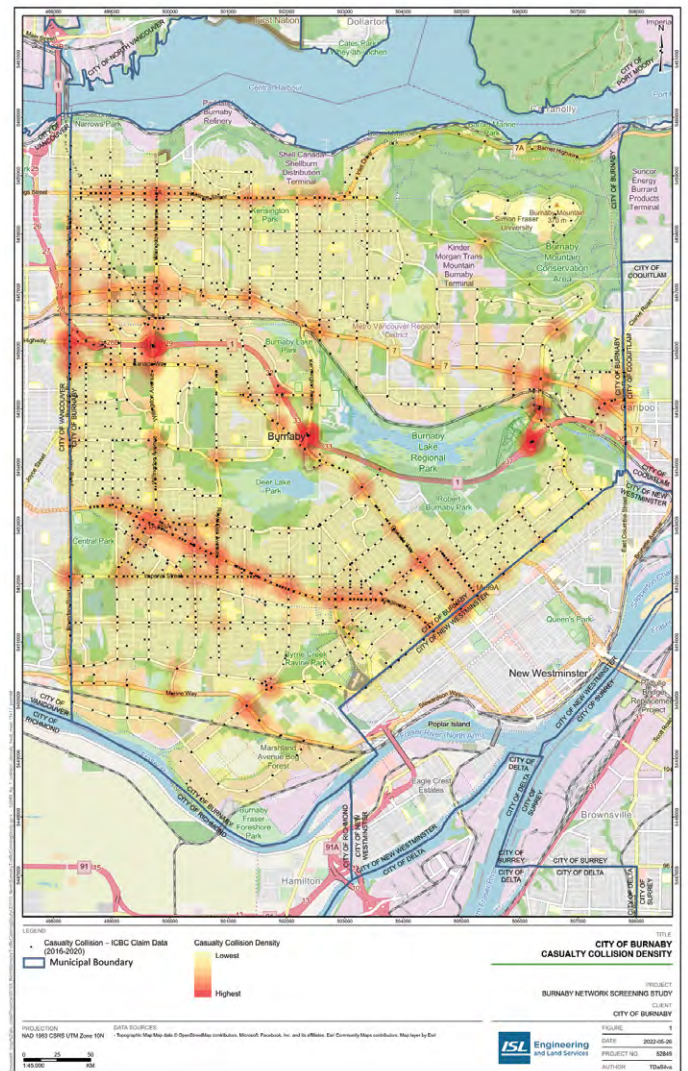
The Burnaby Road Safety Network Screening Study is a citywide review identifying and prioritizing the highest collision-prone locations for safety improvements. ICBC collision data, site conditions, operation issues and other factors were analyzed at each selected location, resulting in potential mitigation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

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

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

OUTCOMES

The study results are based on a data-driven analysis that enables the City to make strategic and defensible decisions in the type of improvements in priority locations. The heat map to the right is one of the outcomes from this review and provides a visualization of all intersection collisions documented by ICBC in the past 5 years. As a result, the intersection and corridor improvements have been included in the Engineering Capital Plan (2024-2028), and currently in the design process. Implementation of improvements is an ongoing program and over 25 project locations have had short-term safety improvements implemented. Ten locations are currently under design for long-term safety improvements.



Safety campaigns: commercial vehicle enforcement

Burnaby RCMP works with an integrated unit made up of partner agencies from across the region to conduct regular Lower Mainland Commercial Vehicle Enforcement (LMDCVE). These collaborative and proactive enforcement initiatives aim to make the region safer by focusing on safety issues related to commercial vehicles, including mechanical inspections and unsafe driving behaviours. 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. To enhance these efforts, Burnaby RCMP's Communications Unit uses [social media](#) and [news releases](#) to improve transportation safety awareness.

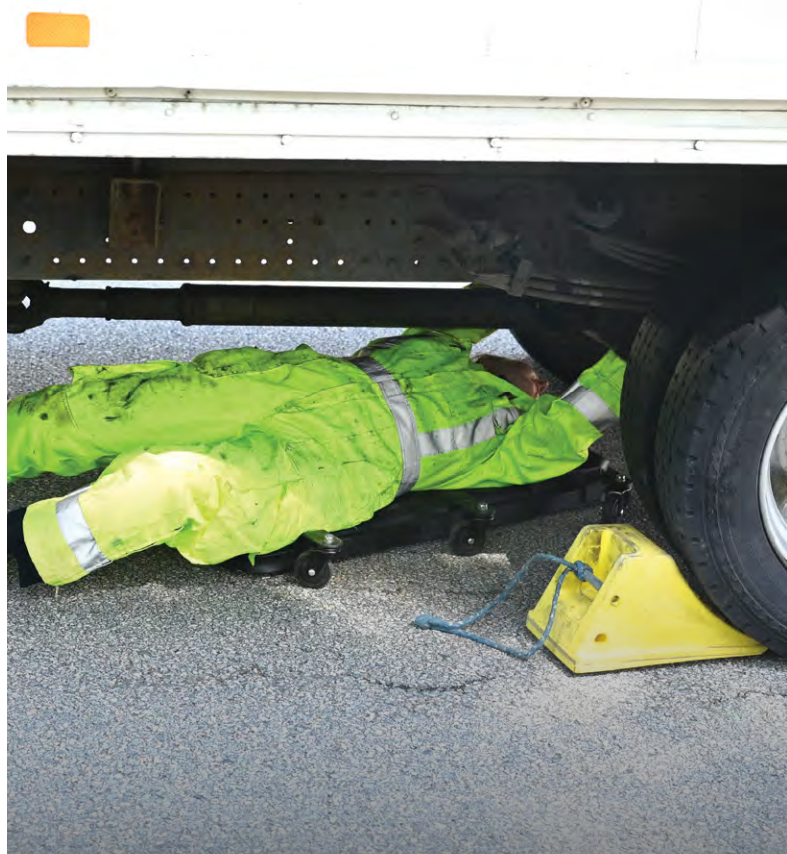
OUTCOMES

In 2024:

- » 1,100 commercial motor vehicles were inspected in Burnaby, and 672 were placed out of service
- » 3,273 violations were identified
- » 1,471 tickets were issued
- » 15 joint commercial vehicle enforcement operations were held in Burnaby, bringing together partners from across the Lower Mainland
- » Burnaby RCMP contributed to joint commercial vehicle enforcement in other cities, resulting in an additional 1,875 commercial motor vehicles being inspected across the region
- » Three additional Burnaby RCMP Traffic Services members were trained in commercial vehicle enforcement
- » Burnaby RCMP, in partnership with Delta Police and WorksafeBC, also supplemented its roadside enforcement with educational outreach, hosting its first ever [information session](#) to educate drivers on commercial vehicle safety and best practices in an educational classroom environment
- » Constable Scarecrow, the life-sized metal cutout to deter speeding was deployed 23 times

Additional information commercial vehicle enforcement can be found in the following news releases:

- » [Lower Mainland Commercial Vehicle Enforcement Group takes part in Operation Safe Driver Week](#)
- » [Lower Mainland Commercial Vehicle Enforcement group takes part in 'International Roadcheck' safety initiative](#)



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.

RCMP Mental Health Response

The Burnaby RCMP is proud to take a progressive approach to mental health in our community, working closely with partners to provide appropriate response, proactive outreach and support.

MOBILE INTEGRATED CRISIS RESPONSE TEAM (MICR) OUTCOMES

Launched in November 2023, the [MICR Team](#) pairs police officers with Fraser Health nurses to better respond to calls involving individuals needing mental health or substance use crisis intervention. This team provides a comprehensive, health-focused model of care.

Throughout 2024, the MICR Team responded to approximately 61 per cent of mental health files in Burnaby. Since MICR's inception there has been a decrease in mental health apprehensions in Burnaby. This means, that with the assistance of our Fraser Health Partners, the MICR Team was able to provide support to more people living with mental illness in the community rather than having to take them to the hospital. This is beneficial for the person as they have more choices for getting assistance. Burnaby RCMP collaborates with Fraser Health to continuously fine-tune the service model delivery to best suit the needs of our community.

POLICE MENTAL HEALTH OUTREACH TEAM (PMHOT) OUTCOMES

PMHOT continues to work closely with the City of Burnaby and other agencies to provide a full-service, wraparound model for vulnerable people, which includes connecting them to health services, financial supports, housing opportunities and other living care needs on a proactive basis.

In the first ten months of 2024, PMHOT made 141 proactive visits to vulnerable persons, including those experiencing homelessness. This includes outreach and visits to homeless encampments with partner agencies.

BURNABY MOBILIZATION AND RESILIENCY TABLE (BMART) OUTCOMES

BMART is a service provider table which uses a hub approach that unites and aligns more than a dozen agencies to assist people and families in Burnaby at risk of various types of harm.

In 2024, BMART addressed 20 unique situations, assisting and providing support for 28 individuals and families. Each situation had an average of nine risk factors, the most common being mental health, unemployment and basic needs including health and hygiene.



First responder resiliency

The Burnaby Fire Department has made mental health a priority for its members. Working with People and Culture and Burnaby Firefighters Local 323, we provide mental health training, education and access to modified duty options. We also support mental health champions and advocates.

OUTCOMES

In 2024, the Burnaby Fire Department:

- » Recertified and updated our peer support program, Critical Incident Stress Management (CISM), with plans to enhance training in 2025
- » added a mental health component back to our Fire Health Program
- » Completely updated our Occupational Health and Safety documents to current standards



Enhance Fire Emergency Response Services

Improving emergency response times is a priority for the Burnaby Fire Department (BFD).

OUTCOMES

- » Fire Station 4 opened in July 2024 and is fully operational. The new facility is on City-owned land on Greystone Drive, across from Squint Lake Park and directly adjacent to the Trans Mountain tank farm. It replaces the old Fire Station 4 (on Duthie Avenue) which was built in 1956. This new facility also houses Burnaby's new water rescue unit and sprinkler trailer.
- » Fire Station 8, serving the fast-growing Simon Fraser community, is currently operating from a temporary facility. A new facility on Burnaby Mountain is currently under construction and anticipated to be completed in 2025. This new station will be outfitted with special operations equipment, including a 2,500-gallon tanker to service areas without access to fire hydrants, and a truck and trailer set for two ATV firefighting vehicles for wildland fire in difficult areas.



Enhanced Fire Service Coverage

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

- » ensuring sufficient staffing is in place for second and third alarms
- » a modernization of emergency communication technologies
- » an enhancement of the Heavy Rescue Program
- » an increased mobile water supply to maintain firefighting operations in locations without fire hydrants.

OUTCOMES

In 2024, the Burnaby Fire Department continued to make progress in improving the City's future fire service coverage. While staffing levels remain consistent, the current team is well-positioned to meet immediate needs. Efforts to enhance communication are underway, with a focus on upgrading radio infrastructure and implementing Next Gen911, which is expected to roll out in early 2025. Heavy rescue services and the mobile water supply (Water Tender) are set to be fully operational by 2025.



Enhance Community Engagement

Improving the Burnaby Fire Department's connection with the community allows the cultivation of mutually beneficial relationships based on shared values of trust and respect. This in turn enables the BFD to respond to the emerging needs of the community.

There is an opportunity to enhance community safety through:

- » strengthening BFD support for Burnaby firefighter's charities
- » elevating Fire Prevention Division activities focused on public education and information on community fire safety
- » enhancing the fire department's leadership in managing care for vulnerable communities

OUTCOMES

BFD continues to support Burnaby Firefighters Local 323 with their many charitable works, including:

- » The Boot Drive to raise money for Muscular Dystrophy
- » Burnaby Hospital Foundation
- » Nutritious Snack Program
- » Burnaby Urban Search and Rescue Team
- » Burnaby Food Bank
- » Christmas Toy Drive
- » Harmony for All
- » Kids Sport

The Department's Fire Prevention Division has initiated and strengthen several programs related to public education and community safety, including:

- » primary/secondary school programs
- » the Public Safety Officer has reached out to over 4,000 kids through the school system, discussing home safety and developing family safety plans
- » Burnaby Fire Department Youth Academy
- » partnering with the City's Emergency Management
- » recruitment candidate support

The Fire Department has increased its commitment and impact to care for vulnerable communities through the following leadership positions:

- » BMART Committee
- » City Trans Inclusion Group
- » interface and education with Burnaby's unsheltered communities

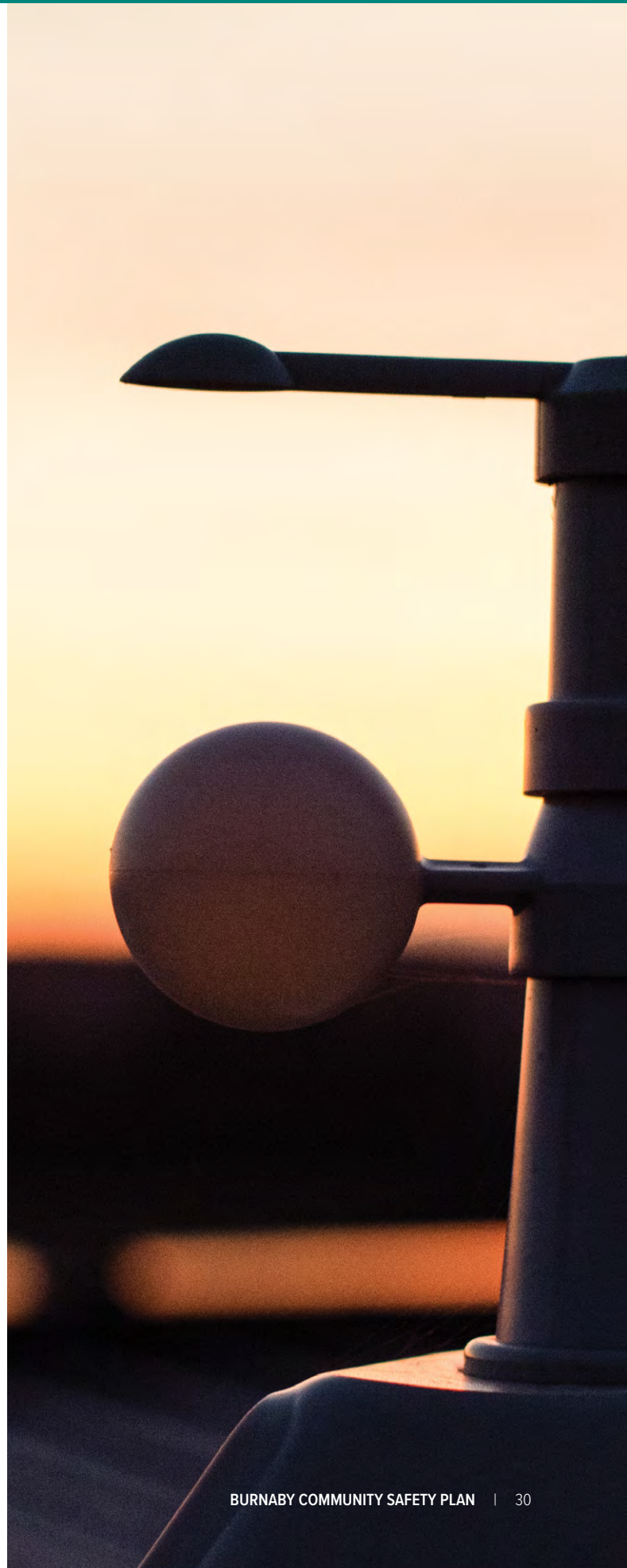


New technical programs

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

OUTCOME

- » Weather stations as part of the Air Quality Indexing Program to identify the impacts of airborne outfall products from structure fire and industrial emergencies are now operational through-out Burnaby



5

EMERGENCY MANAGEMENT

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

Earthquake strategy

Earthquakes are high consequence events with the potential to broadly affect the built and natural environments, our society and the economy like no other natural hazard event. To help reduce vulnerabilities, strengthen resilience and shorten response and recovery time-frames, strategic planning efforts to assess and reduce the consequences of earthquakes is required.

As a part of its multi all-hazard approach to emergency management and informed by the findings of the enhanced risk assessment, as required by the new Emergency and Disaster Management Act (EDMA) and regulations, the City can consider developing an Earthquake Strategy to further assess and address seismic risks to private and public buildings and infrastructure and identify actions to respond to an earthquake.

OUTCOMES

- » Funding was secured for this initiative in 2024.
- » Work on this initiative has begun and is ahead of schedule. Public engagement is planned for early 2025. Completion of the Earthquake Strategy anticipated in 2026.



Emergency strategies

Burnaby's Emergency Program continues its work toward an emergency resilient community, one that's as prepared as possible in the event of a disaster. The program involves creating strategies and initiatives that follow the 4 phases of emergency management: mitigation, preparedness, response, and recovery. There are many elements to Burnaby's Emergency Program, including sharing emergency preparedness awareness information, conducting hazard risk assessments, preparing comprehensive emergency plans and guidelines and engaging in regional emergency planning. The goal of emergency strategies is disaster risk reduction.

OUTCOMES

Evacuation Plan

Work on the evacuation route planning continues. Two quadrants are now completed (Brentwood and Lougheed). The next quadrant to be worked on is Metrotown (which is the largest) and Edmonds.

- » Estimated completion 2025

Public Education

- » The Emergency Planning Team attended 14 events and facilitated 10 presentations in 2024. We estimate that we made 50,000 connections, sharing tips and tricks on how to prepared for emergencies, and providing practical emergency kit supplies to participants.
- » As part of promoting emergency preparedness to students, the Emergency Planning Team partnered with Dream Riders Production who presented during two school assemblies, reaching over 400 youths.

Alertable

- » The City continues to promote signup to Alertable, our Public Alerting system through City communications and at events.
- » As of November 2024, the app has 9704 subscribers, representing an increase of over 3,000 subscribers since December 2023. We will continue to promote sign up in 2025.

**DON'T MISS
EMERGENCY ALERTS**
from the City of Burnaby

Stay Aware | Plan Ahead | Get Prepared

Icons representing various emergency types: pandemic, shelter in place, water, extreme heat, fire, flood, evacuation, more.

ALERTABLE
PUBLIC ALERTING SYSTEM
DOWNLOAD TODAY

QR code linking to the app.

Burnaby.ca/Alertable

City of Burnaby logo.

Emergency Operations Centre

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

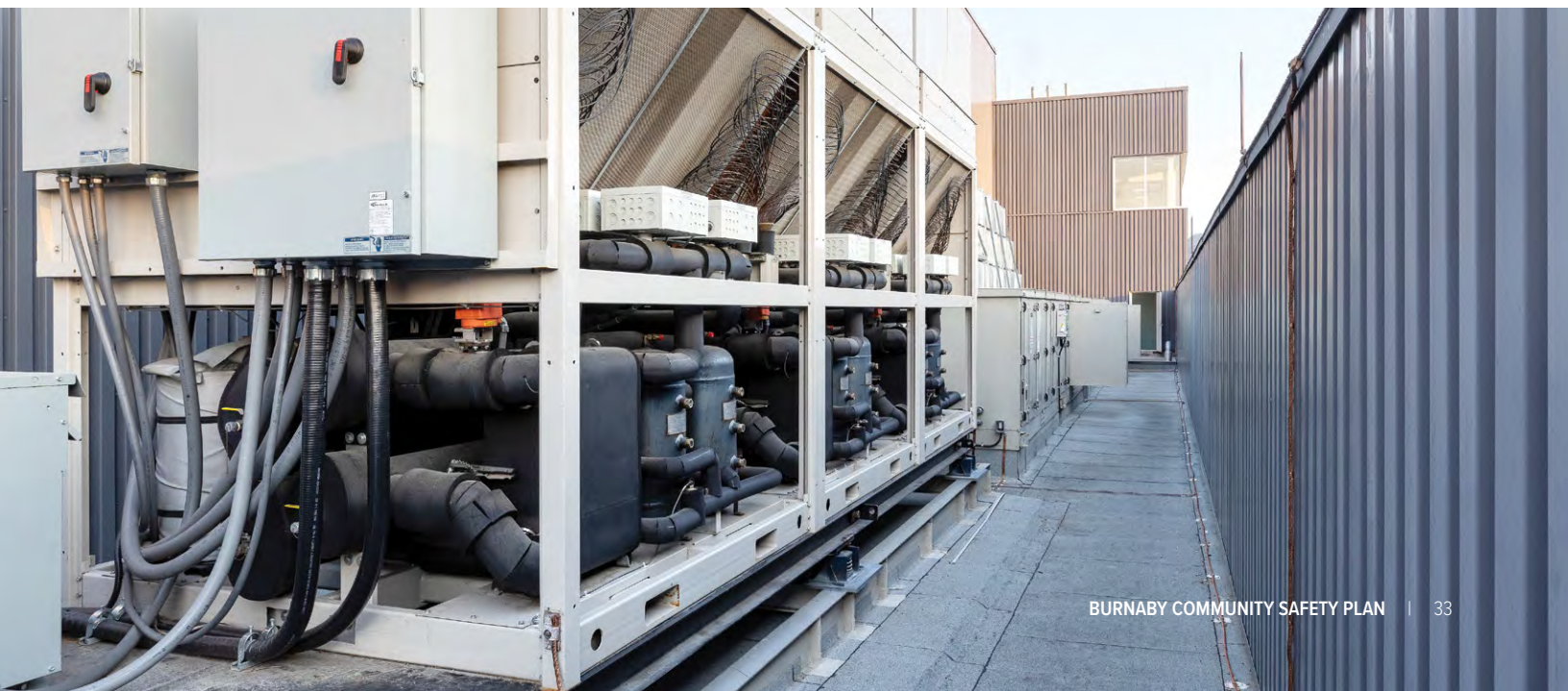
The EOC is where representatives from City departments come together to centralize the coordination of response activities and develop community recovery strategies and programs. As appropriate, EOC include representatives from First Nations or Indigenous Governing Bodies, other government agencies,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

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

OUTCOMES

The EOC multimedia equipment project was completed in late 2024. The space now has: a 21 ft x 10.5 ft LED video wall with Full HD and 4K resolutions; four 86 inch 4K LCD displays; two ceiling mounted projectors 57.5 inch high by 92 inch wide (109 inch diagonal) ceiling mounted retractable projector screens; 13 x ClickShare interactive wireless presentation buttons; Virtual Control Server Software; two LCD touchscreen monitors and an iPad to access a custom graphic user interface for system control; two HD video conferencing cameras; eight, two-way conferencing ceiling speakers; and two ceiling array microphones.

This state of the art multimedia empowers the City's EOC with comprehensive and diverse emergency incident situational intelligence enabling improved integration and greater support coordination when responding to complex emergencies. When not activated as the EOC, this space and technology supplements the City's need for meeting and training space and is able to accommodate larger audiences.



Extreme weather strategy

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

OUTCOMES

Extreme heat

In 2024, we continue ongoing engagement with community partners to educate the public on what they can do to mitigate extreme heat situations. A detailed report can be found in the [October 23, 2024](#) to the Public Safety Committee.

The City of Burnaby activated its heat response plan twice in 2024. Various cooling resources were available during these times which included City cooling centres and the Society to End Homelessness Cooling Sites. Additional seasonal cooling resources included misting stations, wading pools and spray parks. City staff, RCMP Mental Health Outreach Team, and community organizations worked in concert reaching out to those who were the most vulnerable to the heat by conducting wellness checks, sharing City cooling centre location information and conveying Fraser Health's heat-health information.

Additional details can be found in the [2024 Heat Events Summary](#).

Extreme cold

In 2024/25, the City is supporting a winter shelter at the Buller Warehouse that will be operated by Progressive Housing. The winter shelter will operate 24 hours a day, 7 days a week throughout the 2024/25 extreme cold weather season.

The City activated its warming centre once during the 2023/24 season and supported up to 45 people each day for 15 days.



Emergency support services

Emergency Support Services (ESS) is a provincial emergency response program for local authorities and Indigenous governments to deliver services to the public.

ESS provides for the short-term needs of displaced individuals and families. The City of Burnaby ESS Team provides referrals to and support for the physical and emotional well-being of those displaced by an emergency event for the first 72 hours. To enhance the City's ability to quickly support those displaced, the Emergency Management Division has equipment and supplies for a 75-bed barrack-style temporary lodging facility. These Group Lodging items are stored in a trailer, allowing them to be easily and rapidly deployed where they are needed. The City continues to supplement the ESS equipment and supplies and strategically place ESS pods across the city.

OUTCOMES

The City partnered with SFU Safety and Risk to enhance the City's capacity to provide emergency support services in the Burnaby's City's north east quadrant. Resources were secured to activate and operate a reception centre (RC) and group lodging (GL) facility, with the capacity to accommodate up to 100 evacuees.

Training for RC and GL activation and operation was provided to the City of Burnaby's Emergency Management volunteers and Simon Fraser University volunteers. A total of 16 participants successfully completed the training.

In 2024, ESS Duty Officers have attended four callouts and supported 37 people and six pets for a combined total of 17 days.



Age friendly extreme weather planning

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

In 2024, the City worked with community partners to build on the community-based outreach plan to help isolated seniors and other vulnerable populations prepare for extreme heat events.

OUTCOMES

With support from the City and the Burnaby Hospital Foundation, the community service sector continued to use a virtual workspace platform to collect and share resources and information on extreme heat awareness including heat alerts. A print version heat awareness outreach card was developed and translated into 6 different languages in addition to English that was distributed to isolated seniors throughout the community.



Tips for Burnaby seniors to prepare for heat

Are you a senior living in Burnaby?



Call 236-858-3202 to request phone call check-ins during heat waves.

English only, Monday to Friday, 9am - 5pm

Use water to cool down



- Drink plenty of water
- Wear wet clothing or damp towels
- Put an ice pack against your neck
- Take cool baths or showers
- Place your feet in cool water

Keep your home cool and watch its temperature



- Keep windows and blinds closed during the day and open them at night
- If your home is over 31°C, go to a building with air conditioning. If you can't, use water to cool down.
- Fans don't cool the air, so don't blow hot air at yourself. It can make you hotter, not cooler. Use fans to move cool air in from outside.

CONCLUSION

The 2024 Burnaby made significant strides in fostering a safer, more resilient community. The successful transition of the non-emergency call centre to a 24/7 operation has significantly reduced wait times, ensuring quicker responses to non-urgent issues. The implementation of the Integrated Community Gang and Gun Violence Prevention works toward reducing crime and improving community safety through our research projects at S.F.U and collaboration with our community partners on direct intervention initiatives. Work on updating the Community Safety Plan reflects a more comprehensive and proactive approach to addressing emerging concerns. Efforts to secure various grants have further supported the City's commitment to funding projects that improve safety and quality of life for residents. Collectively, these accomplishments demonstrate a continued commitment to fostering a secure, resilient Burnaby for all.



