

Community Safety and Well-Being Plan



April 2025

Territory Acknowledgement

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

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



Table of Contents

Message from the Mayor.....	4
Burnaby 2050	5
Executive Summary.....	7
Burnaby Today	12
Updating the Community Safety and Well-Being Plan	18
The Community Safety and Well-Being Plan.....	28
Community Safety and Connection.....	32
Emergency and Climate Resilience	37
Safer Public Spaces.....	41
Responsive and Inclusive Services.....	47
Youth and Family Well-being	53
Implementation.....	59
Conclusion.....	62
Appendix 1–Engagement Highlights	63

Message from the Mayor



Dear Residents of Burnaby,

I am pleased to present the 2025 Community Safety and Well-Being Plan, a testament to our unwavering commitment to ensuring the safety and well-being of our community. This plan represents the collective efforts of our dedicated City staff, community partners and residents, who have come together to create a safer Burnaby for all.

Over the past year, we have made significant strides in enhancing our community's safety. From improving our safety infrastructure with new fire halls and planned construction of a new Community Safety Building, to improving our services

through a non-emergency call centre, we have worked tirelessly to address the evolving needs of our city. Our focus remains on proactive measures that prevent crime, support vulnerable populations and foster a sense of security among all residents.

One of the cornerstones of this year's plan is the introduction of Burnaby's new Youth and Family First Strategy. This comprehensive framework focuses on prevention, intervention, enforcement and community engagement, ensuring that our youth have the support and resources they need to make positive life choices. Additionally, our ongoing collaboration with the Burnaby RCMP and community organizations has been instrumental in addressing the root causes of crime and promoting a culture of safety.

As we look ahead, I'm confident that the initiatives outlined in this plan will continue to build on our successes and address the challenges that lie ahead. Together, we will create a safer, more resilient Burnaby where everyone can thrive.

Thank you for your continued support and commitment to our community's safety.

Sincerely,

Mayor Mike Hurley

Burnaby 2050

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

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

Our Core Values

Connectedness

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

Inclusion

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

Opportunity

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

Stewardship

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

Sustainability

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

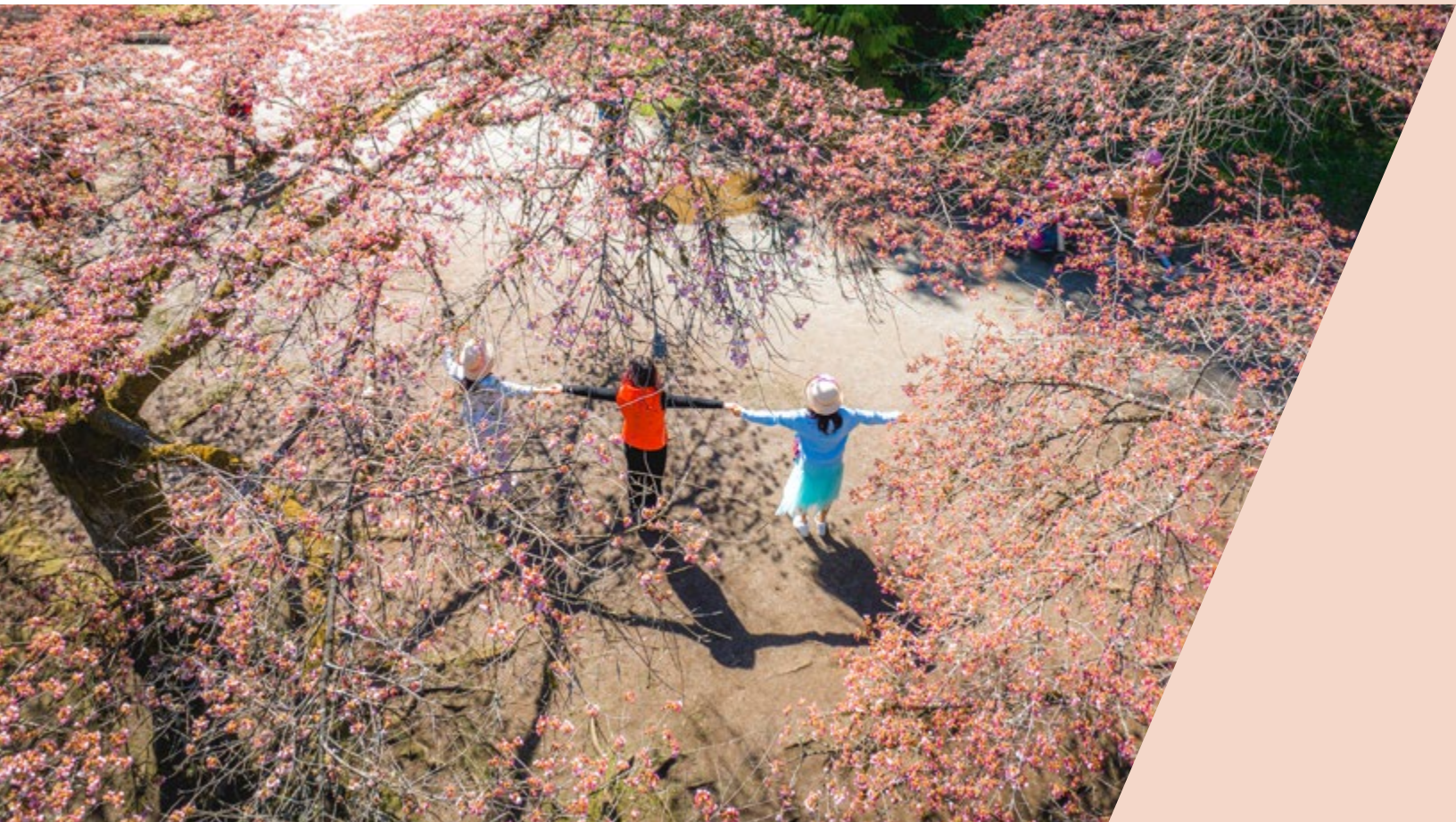
Connecting Safety to Reconciliation and Equity Frameworks

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

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

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

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



Executive Summary

In this section

Background

Community Voices

Plan Framework

Strategic Actions

Background

In 2020, Burnaby became one of the first cities in British Columbia to adopt a Community Safety Plan—a forward-thinking and collaborative approach to enhancing public safety and well-being. Grounded in community input and built on the principles of inclusion, resilience and preparedness, the plan set a strong foundation to guide Burnaby through growth and change.

Over the past several years, the plan has delivered measurable progress across its five priority areas: community amenity safety, crime prevention and reduction, transportation safety, emergency services, and emergency management. It supported critical infrastructure upgrades, enhanced emergency preparedness and created safer public spaces—all while fostering partnerships and strengthening community connections.

When the COVID-19 pandemic brought unprecedented challenges, the Community Safety Plan proved to be a nimble and responsive framework, helping Burnaby adapt services, protect vulnerable populations and maintain operations during uncertainty. From establishing warming and cooling centres to delivering a new homelessness response and public health resources, the City's commitment to safety and resilience remained a top priority.

In 2024, with the plan reaching the end of its initial cycle, Burnaby launched a process to update it, engaging with residents and City departments to better understand how safety needs and priorities have evolved. This updated plan builds on that success, applying lessons learned and addressing new challenges, while staying true to the vision of a safe, inclusive and connected Burnaby.

Success of the Previous Plan

To learn more about the progress made under the 2020-2024 Community Safety Plan, visit Burnaby.ca/CommunitySafetyPlan to access past progress reports and key achievements

Community Voices

This Community Safety and Well-Being Plan echoes the voices of Burnaby residents, small businesses, community-serving organizations, and dedicated City staff. Safety means different things to different people—feeling secure in public spaces, trusting neighbours, accessing services and knowing concerns are heard. This plan reflects those diverse perspectives, ensuring it responds to the real needs and priorities of the community.

The plan was developed through a collaborative process that included:

- » engaging with over 450 residents at pop-up events across Burnaby
- » analyzing feedback from over 600 resident surveys
- » conducting 50 interviews with City staff and frontline workers
- » meeting with City departments, the RCMP and the Burnaby Fire to discuss safety risks
- » hosting focus groups with youth, businesses, equity-seeking groups and older adults
- » Host Nation engagement
- » holding workshops where participants helped shape priorities and initiatives

City departments worked together to translate these insights into priorities, strategic actions and initiatives that reflect what matters most to the community.

Safety is deeply personal, shaped by where we live, our experiences and the challenges we face. The following themes are based on the community feedback and shaped the plan framework:

- » climate resilience
- » community well-being
- » neighbourhood and property security
- » discrimination and racism
- » emergency preparedness
- » housing and homelessness
- » mental health supports
- » pedestrian and traffic safety
- » trauma-informed services
- » public space safety
- » safety at night
- » public substance use
- » transparency, communication and trust
- » youth and family safety
- » cultural awareness and safety

Plan Framework

The Community Safety and Well-Being Plan provides a strategic framework for working together to strengthen safety across Burnaby, recognizing that safety is a shared responsibility.

Vision

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

Priorities

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

Strategic Actions

We identified 17 core areas of work based on what we heard from the community. These actions remain in place throughout the **2025-2030 Community Safety and Well-Being Plan**.

Initiatives

Initiatives are projects that move the strategic actions forward. They are updated annually to keep the plan responsive to community needs.



Strategic Actions

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

Priority Areas	Strategic Actions	Strategic Actions	Initiatives
Community Safety and Connection	Build trust and collaboration for safer neighbourhoods.	1.1 Responsive communication 1.2 Trust and collaboration 1.3 Data-driven safety planning 1.4 Neighbourhood safety programs	In 2025, 60 initiatives will advance these strategic actions—42 are already underway and 18 in the planning and exploration stages. To respond to changing community needs, a new set of initiatives will be introduced each year.
Emergency and Climate Resilience	Equip communities to respond to emergencies and reduce risks.	2.1 Emergency preparedness 2.2 Climate resilience 2.3 Information and awareness	
Safer Public Spaces	Ensure public spaces are secure, inclusive and well-maintained.	3.1 Safe public spaces 3.2 Safe roads and sidewalks 3.2 Inclusive public spaces 3.3 Secure businesses	
Responsive and Inclusive Services	Provide equitable, proactive support and essential services.	4.1 Community well-being 4.4 Homelessness response 4.2 Indigenous leadership 4.3 Anti-racism initiatives	
Youth and Family First Strategy	Create safe spaces and opportunities for youth and families to thrive.	5.1 Youth opportunities 5.2 Prevent violence and exploitation	

Burnaby Today

In this section

A changing community

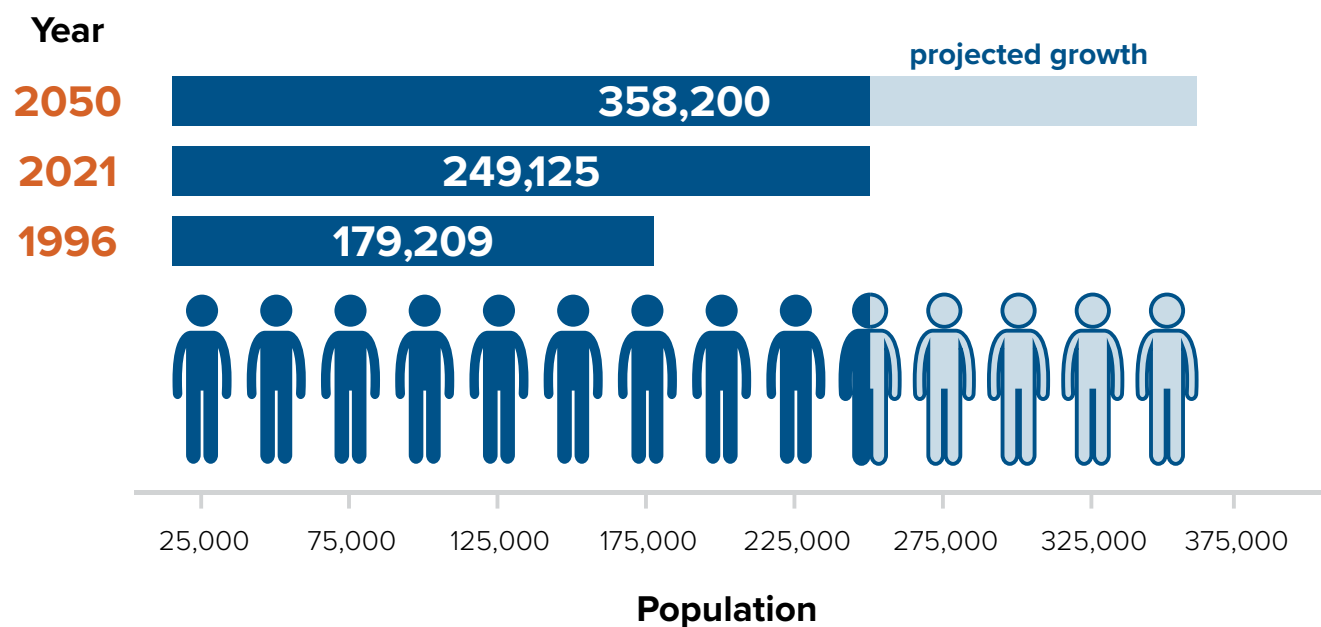
Where we live, work, and move

Safety in a changing world



Burnaby is a city in motion. Long known for its blend of urban, suburban and natural landscapes, it has grown into a dynamic hub for people, businesses and public life. As the city evolves, so do the ways people experience safety—on streets, in public spaces and within communities.

Over the past 25 years, Burnaby has welcomed 70,000 new residents, and by 2050, another 109,000 people are expected to call it home. This rapid growth is reshaping neighbourhoods, transportation and community services while reinforcing the city’s deep connection to its parks, trails and green spaces.



Source: Burnaby 2050 Insights Report | Issue 2
Population growth trends in Burnaby. Statistics Canada: 1996, 2016, and 2021 Census

As more people share public spaces, use transit and live in high-density areas, the City must plan for safety in new ways to ensure that Burnaby remains a place where everyone feels secure, connected and supported.

A Changing Community

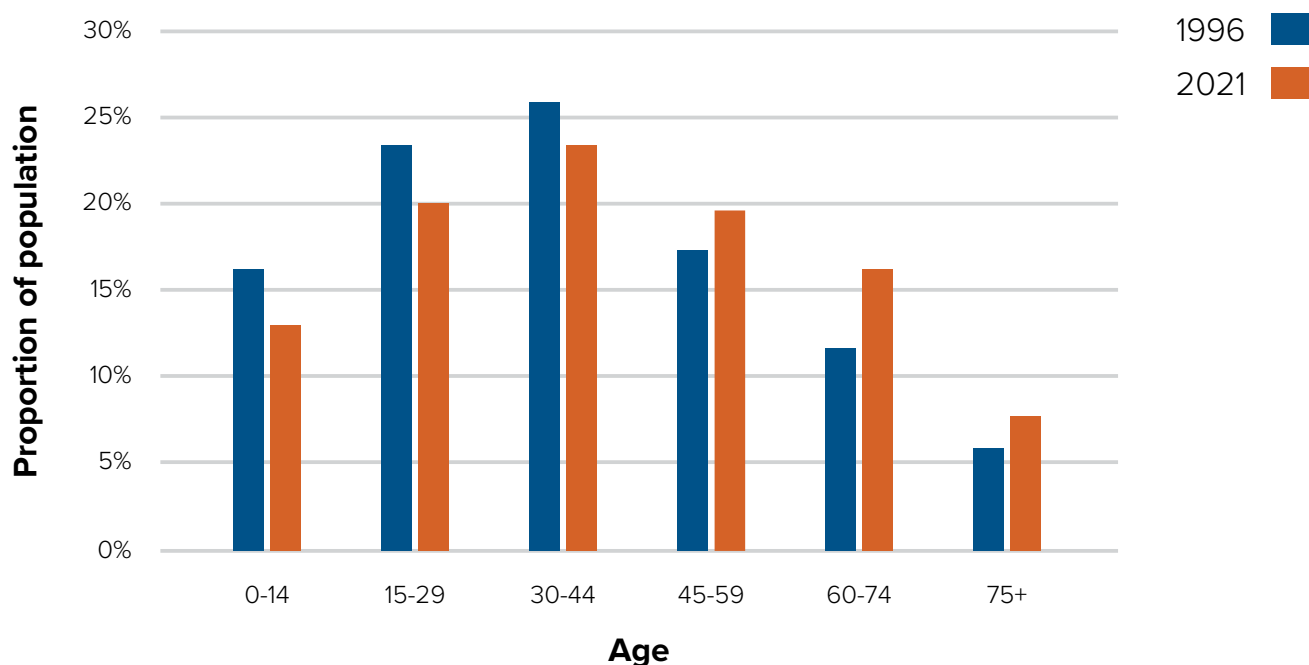
Burnaby is growing, but that growth looks different across the city. Some areas are becoming denser, while others remain quieter, shaped by long-standing residential communities, business districts, and natural spaces. With more people relying on shared spaces, transit, and city services, safety must be a priority—ensuring public spaces are welcoming, infrastructure is accessible, and emergency preparedness meets the needs of a diverse and aging population.

Rising density

Once characterized by single-family homes, Burnaby is now a city of high-rise apartments, townhomes and mixed-use developments. In 1996, 42% of housing was single-family; today, it's 22%.

An aging population

Soon, more than 1 in 5 residents will be seniors, creating new needs for accessibility, emergency response, and community support.



Source: Burnaby 2050 Insights Report | Issue 2

Changes in age distribution in Burnaby. Statistics Canada: 1996 and 2021 Census

A diverse city

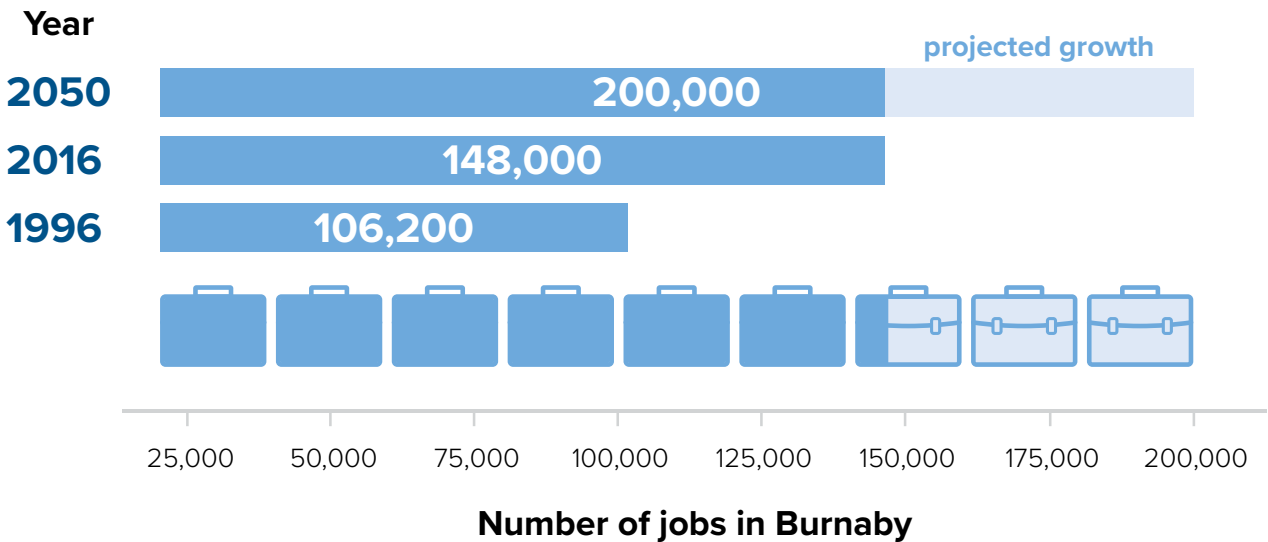
More than 50% of Burnaby residents were born outside Canada, speaking various languages and bringing unique perspectives on safety.

Where we Live, Work, Learn and Move

Burnaby is a city where people live, work and connect. But as it grows, the ways in which people move through it changes. With a stronger focus on transit, walkability and shared public spaces, ensuring safety in these areas is critical. A well-planned city isn't just about accessibility, it's also about making sure people feel secure when commuting, working, or gathering in public spaces.

A hub for jobs

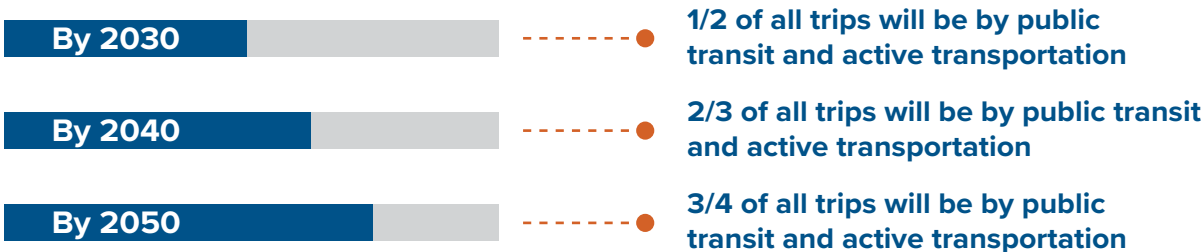
Burnaby is home to over 148,000 jobs, with many concentrated in areas like Metrotown, Brentwood, Still Creek and Big Bend. By 2050, another 52,000 jobs are expected, creating new opportunities and demands on transportation and services.



Source: Burnaby 2050 Insights Report | Issue 5
Metro 2050 Regional Growth Strategy

More people on the move

With growth centred around SkyTrain hubs, cycling routes, pedestrian-friendly streets, transit and road safety are top priorities.



Source: Burnaby Transportation Plan.

Public space matters

Parks, pathways and plazas aren't just for recreation—they're key gathering spaces where safety and accessibility must be considered.

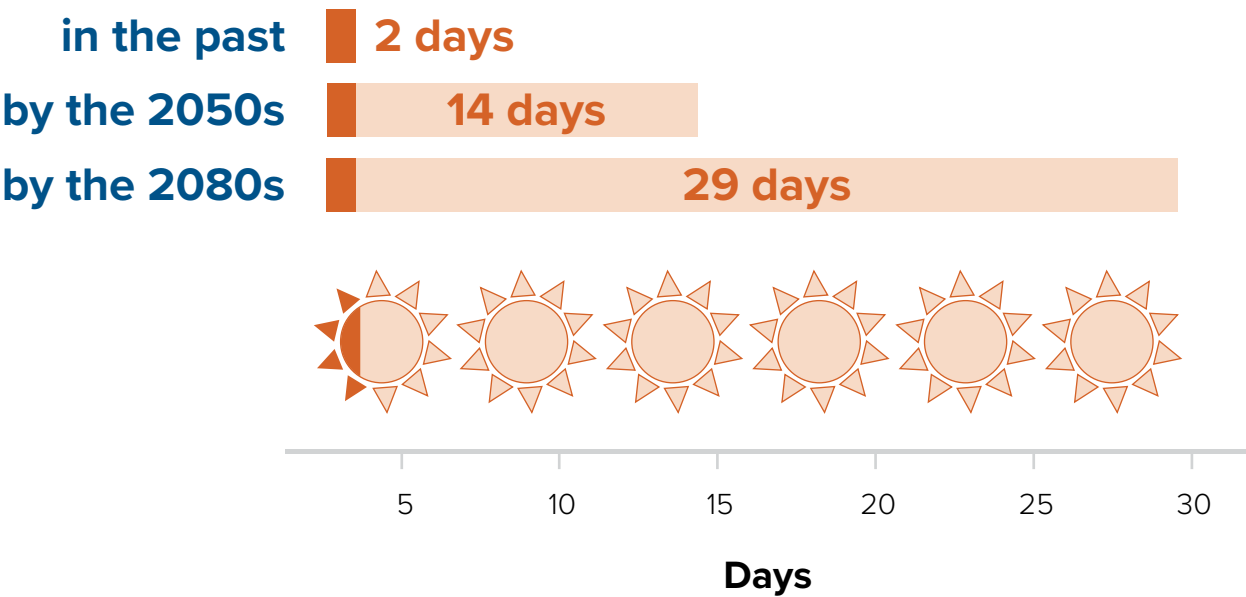
Safety in a Changing World

As Burnaby continues to grow, new challenges are shaping the future of community safety. Climate change, affordability issues and evolving social needs create new pressures on public spaces, emergency services and community well-being.

Climate resilience

The weather in Burnaby is getting warmer, wetter and more unpredictable. Rising temperatures, wildfire risks, and extreme weather events require stronger emergency preparedness and response.

Projected days in which daytime temperatures exceed 30 degrees



Source: Burnaby 2050 Insights Report | Issue 6
Downscaled projections. Source: Metro Vancouver - Climate Projections for Metro Vancouver Report 2016

Housing and affordability

The rising cost of living and increasing housing pressures affect safety, raising concerns about homelessness and the need for safe, accessible public spaces for all residents. Nearly one in five Burnaby households (17,750) are in **core housing need** — meaning they are living in homes that are unaffordable, overcrowded, or in poor condition—a 6.6% increase since 2016.¹

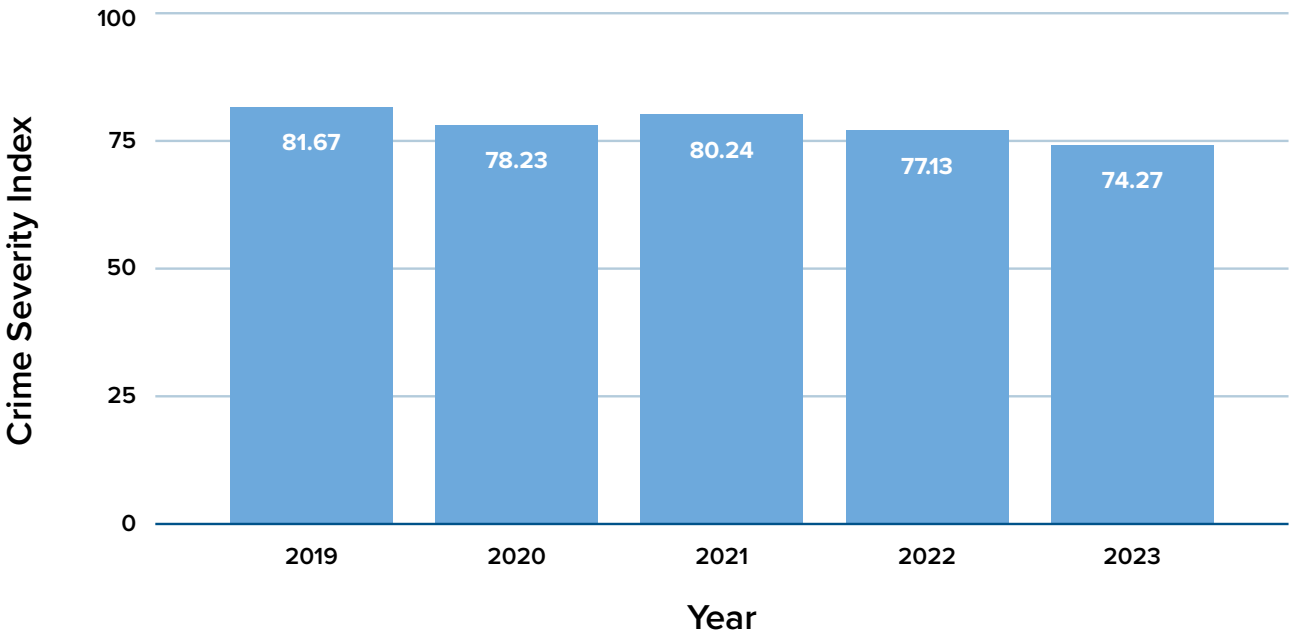
¹ Statistics Canada: Census 2021

Safety as well-being

In Burnaby, an increasing number of mental health-related calls and a 25.7% increase in overdose-related paramedic responses from 2016 to 2023 highlight the growing need to address these challenges and their impact on public spaces and services.²

Evolving crime trends

While Burnaby’s Crime Severity Index is decreasing, the nature of crime is changing. Online fraud, exploitation and cybercrime are hard to track, and are growing problems that require innovative safety strategies.



2 [BC Emergency Health Services. Overdose Response in B.C. Communities 2016-2023](#)

Updating the Community Safety and Well-Being Plan

In this section

Updating The Plan

Defining Community Safety

Community Voices

Our Commitment To Safety

Updating the Plan

Burnaby’s first Community Safety Plan (2020–2024) provided a strong foundation for making the city safer and more connected. It helped bring City departments, community partners and residents together to tackle local safety challenges and support well-being across Burnaby.

As the city continues to grow and change, so do the factors that shape people’s sense of safety. In 2024, we worked with the community to update this plan, taking into account how things like housing affordability, mental health, social polarization, racism, discrimination and public space safety are affecting how residents feel about safety in their daily lives.

This plan is also part of a bigger picture of strategic work underway throughout the city to advance safety and well-being. It aligns with Burnaby 2050, a major update to the City’s Official Community Plan that will help guide growth and development for years. It also connects to other key initiatives, like the Indigenous Relations and Reconciliation Framework, the Anti-Racism Framework, and learnings from the Mayor’s Task Force on Unsheltered Community Members. By working together, these efforts ensure a coordinated and forward-thinking approach to safety and well-being in Burnaby.

This updated plan builds on what’s already been accomplished while responding to new challenges. The goal remains making Burnaby a safe, inclusive and resilient city for everyone.

Phase 1: Review	Reviewed progress and opportunities from the 2020–2024 plan.
Phase 2: Research	Examined best practices and emerging risks in community safety and well-being across municipalities.
Phase 3: Internal Consultation	Interviewed City departments to understand key risks, opportunities, and strategies to enhance safety and well-being.
Phase 4: Engagement	Gathered input from residents, businesses, and community partners through pop-up events, surveys, focus groups, and interviews.
Phase 5: Design	Worked with city departments, the RCMP, and the Burnaby Fire Department to shape strategic actions and initiatives, based on what was heard.
Phase 6: Finalization	Finalized the plan, ensuring alignment with other key strategies and establishing a framework for implementation and monitoring.

Defining Community Safety

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

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

The key ideas that shaped the plan are:

Safety is personal.

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

Safety is feeling heard.

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

Safety is accessibility.

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

Safety is well-being.

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

Safety is being prepared.

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

Safety is prevention.

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

Safety is a shared responsibility.

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

Community Voices

We made it a priority to meet people where they were, whether that was at a youth recreation centre, a transit stop, or on a virtual call. Over several months, we gathered input through surveys, discussions and community meetings. This included 60+ hours of pop-ups in locations across the city, including transit hubs, community centres, libraries, parks and shopping malls. Our goal was to make it as easy as possible for people to share their thoughts on safety in their daily lives, ensuring that time or location wasn't a barrier to participating.

How engagement happened

- » Multilingual survey responses—over 600 residents shared their safety concerns and priorities.
- » Conversations—50+ discussions with City staff, the RCMP, Burnaby Fire and community organizations.
- » Pop-up engagement—450+ people participated in in-person conversations across Burnaby.
- » Focus groups—targeted discussions with youth, older adults, equity-seeking groups and businesses.
- » Community solution sessions—in-depth discussions about safety priorities and possible approaches.

Acknowledgement

The City of Burnaby recognizes and appreciates the time and effort that residents, businesses and frontline workers put into sharing their experiences, concerns and ideas. One of the commitments of this plan is to ensure that the insights gathered through this engagement process are shared across City departments to inform work beyond the safety plan. While this plan provides a high-level summary, more detailed feedback has been shared with relevant departments, and additional information will continue to be used to guide specific initiatives and actions.

What We Heard

While many people feel safe in their daily lives, their perception of safety varies based on factors like location, time of day and personal circumstances. Over half of people we consulted said they always feel safe in Burnaby during the day, reflecting the city's strong foundation as a welcoming and secure place.

Safety is profoundly personal; for many we spoke to, concerns about public spaces, discrimination or crime have affected their feelings of security. What we heard in these conversations was deeply influenced by each person's personal experience of safety. We heard very diverse experiences from different groups of people, be they women, or mobility-impaired, older adults or equity-seeking groups, and many shared why it influenced their perception of safety in the unique way it did.

Safety in public spaces

Residents expressed pride in Burnaby's parks, trails and public areas but noted concerns about safety in certain locations, especially at night. Suggestions included improving lighting in key entrance areas of trails and pathways, and around busy pedestrian areas. Users of our recreation centres want these spaces to be inclusive and accessible for all. These ongoing changes create spaces where everyone feels welcome and secure.

Traffic safety and mobility

Parents told us to keep up the enforcement and ongoing improvements to roads and sidewalks around schools. Cyclists and pedestrians called for enhancements to shared pathways and intersections. Having safe, accessible options for everyone on Burnaby's roads and trails is a priority for many residents.

Racialized and gender-based discrimination

Some residents shared experiences of racialized and gender-based discrimination that affected their sense of safety in public spaces.

Incidents of hate graffiti contributed to feelings of exclusion and fear. Others noted that equity-seeking groups, including women and racialized communities, often feel more vulnerable in specific areas or during certain times of day.

Youth and families

Families asked for more ways in which their teens could connect and be involved with meaningful opportunities. Youth highlighted the need for accessible spaces and programs where they can gather safely and connect with peers. Both groups emphasized the importance of creating environments where children and teens feel supported and secure.

Housing and social well-being

Concerns about housing affordability and its connection to safety were a recurring theme. Residents noted that visible homelessness, mental health challenges, and substance use in public spaces can contribute to feelings of unease. There was also a shared desire for balanced approaches that provide support to vulnerable individuals while ensuring public spaces remain accessible and safe for everyone.

Property crime and security

Break-ins, vandalism and theft—particularly from parked vehicles and of mail packages—are ongoing concerns for many despite ongoing enforcement and prevention. This appeared true for both residents and the business community. Some residents expressed frustration with repeat offenses and emphasized the need for proactive and collaborative measures to prevent property crime.

Transparency and communication

Some residents told us they were unaware of what the City was doing to address their safety concerns. Many mentioned the importance of consistent and transparent messaging to help residents feel informed and included in safety efforts.

Resilience and preparedness

Residents shared concerns about safety during unexpected emergencies like wildfires and extreme weather events. Many told us they want ongoing communication and education to feel confident and ready when emergencies happen.

Cultural awareness and safety

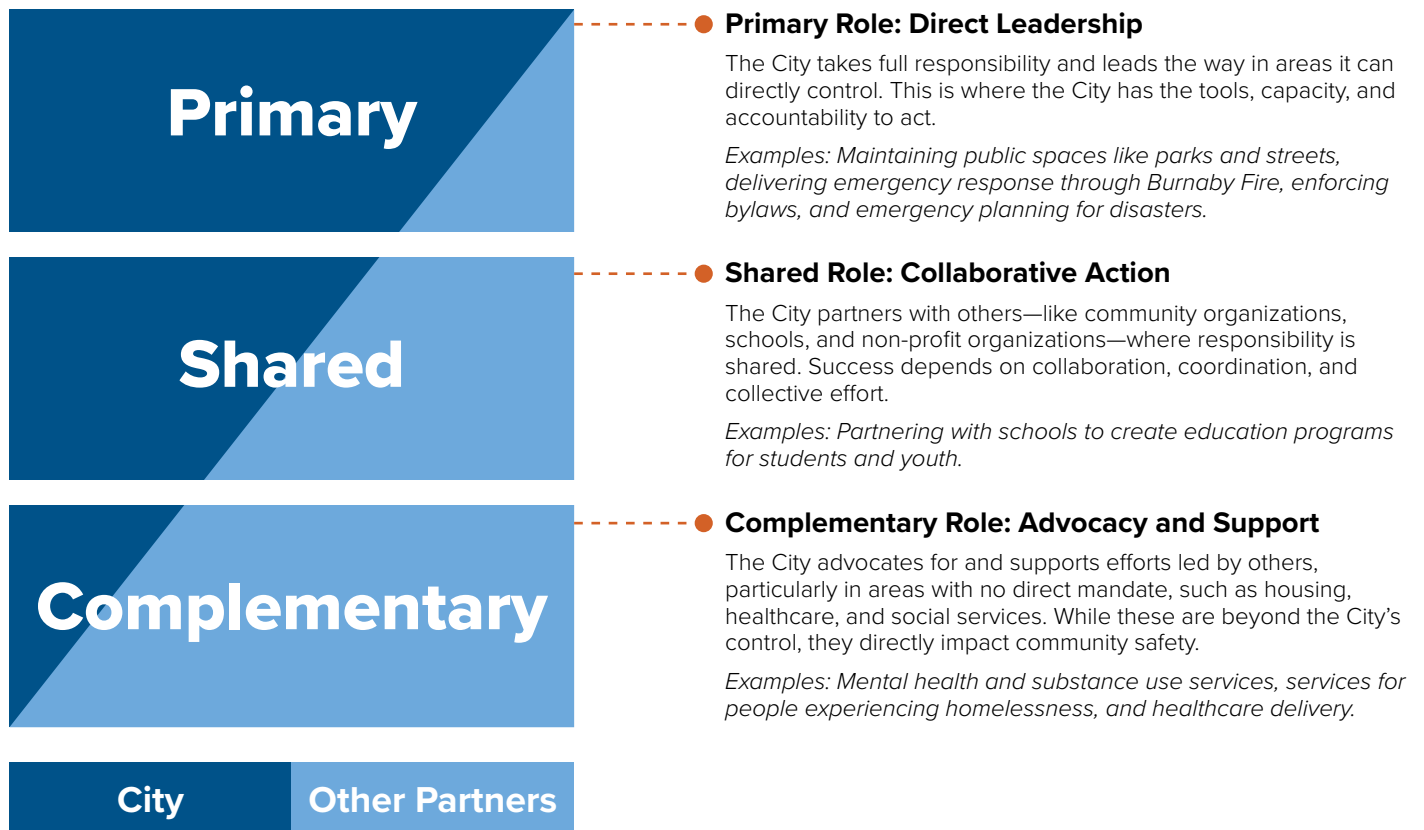
Host Nation engagement informed us about the importance of the collective nature of community to support prosocial behaviour. Building partnerships and trust through education and cooperation is essential for the safety and well-being of all who live, work or learn here.

Our Commitment to Safety

The insights gathered from residents, businesses and frontline workers—along with the expertise of Burnaby leaders and staff who work on community safety and well-being every day—form the foundation of this plan. These voices helped shape its priorities, strategic actions and initiatives.

At the same time, defining the City’s role in community safety is essential to determining where the City leads, where it collaborates with partners, and where it advocates for additional resources.

While the City of Burnaby plays a direct role in some areas—through services like Burnaby Fire and the RCMP—in others, it works alongside community organizations, other levels of government, and local partners to strengthen safety and well-being across the city.



Our Roles

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

Role	What It Means	Examples
Provider	Delivering services that keep the community safe.	Burnaby Fire Department emergency response, bylaw enforcement, and maintaining parks, roads and civic spaces.
Planner/ Regulator	Creating policies and rules to make the city safer and more accessible.	Burnaby Transportation Plan, updating zoning and bylaws for safer streets, and designing public spaces with safety in mind.
Convener	Bringing experts and organizations together to find solutions to safety challenges.	Working with the Mayor's Task Force on Unsheltered Community Members to address homelessness and related safety concerns.
Advocate	Supporting services and programs that improve safety and well-being.	Advocating with other levels of government for more mental health services and increased housing and homelessness supports.
Funder	Providing funding to groups that help make the community safer and stronger.	Grants to local organizations working on crime prevention and community well-being programs.
Educator	Providing safety education and training for the public and community partners.	Fire Department and RCMP safety education, City-led public workshops on topics such as community connections and emergency preparedness.
Coordinator	Helping different organizations work together to improve safety.	Collaborating to reduce disaster impacts and an all-of society approach to emergency response and recovery planning, to keep the city, residents, and businesses better prepared.
Capacity Builder	Helping community groups run programs that keep people safe.	The Crime Reduction and Intervention Team's Safe Community Series—free sessions to help people stay safe at home and in their neighbourhoods.

Shared Commitments

Community safety in Burnaby is built on the daily work of City departments, each playing a critical role in creating a safe, connected and resilient community.

Emergency response and protection

When emergencies happen, Burnaby's frontline services are ready to respond to protect residents, businesses and visitors.

- » Burnaby Fire Department – Leads fire response, medical aid and recovery efforts, while preventing fires through inspections, education and safety planning.
- » Burnaby RCMP – Provides crime prevention, law enforcement, and community policing to reduce harm and build trust.
- » Emergency Management – Coordinates programs and emergency response and recovery plans to make our city disaster-resilient and helps residents and businesses respond confidently to disasters through education.

Maintaining safe and accessible public spaces

Burnaby's shared spaces are at the heart of community life. City departments work daily to ensure parks, roads, facilities and neighbourhoods are safe, welcoming and accessible.

- » Parks Recreation and Culture Services alongside Lands and Facilities – Maintains parks, trails and recreation facilities to ensure they are clean, well-lit and safe for everyone.
- » Engineering and Transportation Services – Keeps roads, sidewalks and public infrastructure functional and safe through maintenance and improvements.
- » Bylaw Services – Promotes order and safety by addressing issues like noise, property maintenance and public space compliance.

Creating safe spaces

Safety is about more than responding to risks, but also creating a thriving, inclusive community where everyone feels they belong.

- » Libraries and Cultural Services – Provides safe spaces for learning, creativity and connection, offering programs that celebrate diversity and inclusion.
- » Community and Social Programs – Supports youth, seniors and vulnerable populations through initiatives to reduce isolation, build skills and foster well-being.

Planning for growth

City of Burnaby departments work proactively to address social needs, support community well-being, and ensure the city grows safely and inclusively.

- » Planning and Building – Guides Burnaby’s development to prioritize safety, accessibility and livability for all residents.
- » Corporate Services – Engages the community in civic life through programs and services that strengthen connections and involvement.

Indigenous Relations and Reconciliation

City of Burnaby departments proactively engage with Host Nations and Indigenous Peoples living in Burnaby to advance Indigenous interests and potential impacts related to community safety.

- » Burnaby's Indigenous Relations and Reconciliation Division works with City departments to facilitate engagement with Host Nations and Indigenous Peoples living in Burnaby.

The everyday work of City departments contributes to the foundation of safety in Burnaby, while the priorities, actions, and initiatives in this plan drive progress forward and ensure the City remains responsive to the evolving needs of the community.



The Community Safety and Well-Being Plan

In this section

Plan Framework

Vision

Priorities

Strategic Actions

Initiatives



Plan Framework

The 2025-2030 Community Safety and Well-Being Plan provides a strategic framework for working together to strengthen safety across Burnaby, recognizing that safety is a shared responsibility.

Vision

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

Priorities

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

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

Strategic Actions

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

1	Community Safety And Connection	<p>1.1 Improve City communication tools and training to make safety responses clear, accessible and supportive.</p> <p>1.2 Build trust by bringing residents, the City of Burnaby, the RCMP, and Burnaby Fire together for open conversations.</p>	<p>1.3 Use data to guide safety efforts, target resources where needed, and plan to meet community needs.</p> <p>1.4 Work with the public including Indigenous Peoples living in Burnaby and Host Nations to coordinate actions that keep neighbourhoods safe and thriving.</p>
2	Emergency And Climate Resilience	<p>2.1 Strengthen community preparedness and resilience to reduce risks and respond more effectively to emergencies and disaster.</p>	<p>2.2 Reduce climate risks and enhance community resilience to a changing environment.</p> <p>2.3 Strengthen safety systems, community awareness and education.</p>
3	Safer Public Spaces	<p>3.1 Maintain safe, well-kept, and accessible city facilities and public spaces for all users.</p> <p>3.2 Continue to make streets safer for all road users, including pedestrians, cyclists and e-mobility users.</p>	<p>3.3 Design public spaces and facilities to be welcoming, inclusive and reflective of Burnaby's diverse community needs.</p> <p>3.4 Promote business safety and security through collaboration, education and resource-sharing.</p>
4	Responsive And Inclusive Services	<p>4.1 Foster an inclusive and proactive approach to services that support resident well-being, recognizing it as a cornerstone of community safety.</p> <p>4.2 Address homelessness and social challenges through collaborative, data-driven and support-first approaches.</p>	<p>4.3 Champion Indigenous knowledge and leadership in community safety and decision-making in collaboration with Host Nations and Indigenous Peoples living in Burnaby.</p> <p>4.4 Embed anti-racism and equity-based approaches into community safety planning to foster trust, inclusion and safety for all residents.</p>
5	Youth And Family Well-Being	<p>5.1 Create opportunities for youth to grow, lead, and connect through recreation, mentorship and skill-building programs.</p>	<p>5.2 Prevent violence and exploitation by addressing root causes and implementing proactive safety measures</p>

Initiatives

Initiatives are the projects, programs and actions that put this plan into motion. They are updated annually to stay responsive to emerging needs, new challenges and evolving priorities.

Ideas for initiatives came from community input and front-line staff expertise. Initiatives included in this plan were chosen because they:

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

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

2025 Initiatives

- » Community Safety and Connection – 14 initiatives
- » Emergency and Climate Resilience – 11 initiatives
- » Safer Public Spaces – 15 initiatives
- » Responsive and Inclusive Services – 10 initiatives
- » Youth and Family Well-Being – 10 initiatives

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



Community Safety and Connection

1

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

Strategic Actions

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

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

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

Upcoming Initiatives

Trauma-informed training for staff

Enhanced training will be undertaken to help staff understand how past trauma shapes interactions, emphasizing respectful and empathetic communication to reduce re-traumatization and strengthen support for vulnerable individuals.

Tools and protocols to equip staff for handling sensitive safety issues

The City will develop resources and processes to help staff address critical topics such as homelessness, traffic violations, and community safety concerns, ensuring effective and empathetic public interactions.

Resources outlining how safety-related complaints are handled

Publicly available materials will be created to clarify which agencies, such as the City of Burnaby, the RCMP, or Fire Services, are responsible for specific issues and what happens after a complaint is submitted.

A digital platform with QR codes to simplify reporting safety concerns

A new interface will be launched to make it easier for residents to report safety issues to bylaw services, supported by public access points like community police offices.

A communication protocol for large-scale construction projects 💡

The City will explore the creation of a structured approach to provide residents with key contacts and clear channels for raising concerns or accessing updates on significant development projects.

What We Heard

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

You told us it's not always clear who to contact when you have safety concerns. Some of you aren't sure which department handles what, and you want better updates after reporting issues. Language barriers make this even harder for some community members, especially newcomers.

You want to know your concerns are being heard and taken seriously, with clear information about what happens next. We heard that navigating City services can sometimes feel overwhelming, and you want better ways to report problems and get answers.

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

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

Upcoming Initiatives

Provide resources and training to support diverse community engagement

A toolkit, resources and training will be designed to help City departments engage with diverse communities through culturally inclusive, multilingual approaches, fostering trust and stronger relationships across all areas.

Community Safety and Well-Being Plan monitoring and reporting framework

A new framework is being developed to track progress on the Community Safety and Well-Being Plan, providing regular updates on initiatives, priorities and outcomes. This transparent reporting process will keep residents informed about the city's achievements and ongoing efforts in community safety.

Community consultation advocacy resource package

This internal resource package will consolidate the extensive feedback from community consultations during the development of the Community Safety and Well-Being Plan. The completed resource will help all departments advocate for funding and partnerships aligned with the needs and priorities identified by residents

What We Heard

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

You told us that safety starts with strong relationships—between residents, City of Burnaby staff, the RCMP and Burnaby Fire. Trust is built through open dialogue and meaningful engagement. You want more welcoming, inclusive opportunities to connect with these services and work together on the safety issues that matter to your neighbourhood.

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

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

Upcoming Initiatives

Data-driven bylaw enforcement strategy

This new strategy will use analytics to identify patterns in complaints and violations, prioritizing enforcement efforts in ways that address community concerns and ensure services focus on areas with the greatest need.

Data-informed policing outreach 💡

We will explore the use of neighbourhood-level data to more effectively guide community engagement and outreach, ensuring police connect with residents in ways that are responsive and inclusive. This approach fosters trust, strengthens relationships, and improves collaboration between law enforcement and the diverse communities they serve.



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

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

Upcoming Initiatives

Expanding BlockWatch outreach to more newcomer and immigrant communities

Collaborating with newcomer and immigrant agencies to broaden BlockWatch's engagement with diverse communities will ensure the program's tools and resources are meaningful and accessible. This effort aims to increase participation in the City's BlockWatch program and make it a stronger tool for neighbourhood communication and support, benefiting all residents, including new arrivals.

A program to enhance responses to hate-based graffiti

Strengthening efforts to address hate-based graffiti through quicker response times, incident tracking and removal protocols, focusing on protecting sensitive areas and fostering inclusivity.

Home security education initiative

The City's Community Safety department will collaborate with the RCMP to provide education on home security strategies, such as environmental design, effective camera placement and other safety measures, empowering residents to protect their homes and families.

Improving cross-departmental collaboration for addressing neighbourhood safety concerns 💡

Enhancements to the existing system will improve coordination across City departments, the RCMP, and other agencies when responding to properties with recurring safety concerns, such as fire hazards, abandoned buildings, or ongoing violations. These improvements aim to ensure faster, more coordinated responses to ongoing community complaints.

What We Heard

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

You told us you want to feel secure walking in your neighbourhood at any time of day. You shared worries about property-related issues like break-ins and graffiti affecting how safe you feel. When asked about evening safety, many of you told us you feel less comfortable walking after dark, particularly in areas with poor lighting or fewer people around.



Emergency and Climate Resilience

2

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

Strategic Actions

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

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

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

Upcoming Initiatives

Drone deployment for wildfire and safety monitoring

Burnaby Fire will increase drone use to monitor wildfire risks and identify safety hazards, including discarded fire hazards such as propane tanks in encampments. Drones provide crucial aerial views to improve fire prevention and safety measures while ensuring the community's well-being and privacy.

Water tender deployment

To strengthen firefighting capacity in areas without access to hydrants, the deployment of water tenders is being prioritized. These specialized vehicles carry 10,000 litres of water, enabling improved emergency response during large-scale fires and ensuring coverage in remote or underserved locations.

Enhance preparedness and resilience to emergencies while reducing disaster risk

The City will develop a detailed strategy to improve resilience to seismic risks and address gaps in emergency planning, supported by expert consultation over a 26-month timeline. The

Burnaby Strategies and Actions for Earthquake Resilience (B-SAFER) will present a roadmap for organizational and community disaster risk reduction to seismic events and identify commonalities and crossovers for all-hazard emergency planning.

Emergency Operations Centre software and training enhancements

Planned technology, software, and operational upgrades will enhance the City's overall emergency response strategies. Future-focused training for City staff, partners, and volunteers will continue to build knowledge capacity, reinforcing Burnaby's readiness to respond effectively to emergencies.

Evacuation route planning

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

What We Heard

I want to feel prepared and protected during emergencies

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

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

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

Upcoming Initiatives

Wildland sprinkler system

A new system of portable, high-volume sprinklers can be deployed to protect neighbourhoods and large areas from wildfires. These sprinklers, along with hoses and fittings, can be quickly set up in areas like Burnaby Mountain to reduce fire risks and safeguard important infrastructure.

Climate risk assessment and adaptation strategy

A process to assess climate risks and develop targeted strategies is being created in order to prepare for and respond to the impacts of climate change in our community. This initiative will create practical measures to enhance community safety and resilience against environmental changes.

Connect and Prepare pilot 💡

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

Connected Strategies, Plans and Programs

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

2.3 Strengthen safety systems, community awareness and education

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

Upcoming Initiatives

Air quality monitoring program

Air quality monitoring equipment will be installed at fire stations across the city, with plans to expand to green spaces and schools. This program provides local air quality updates and information about hazardous conditions, helping to prepare for climate-related challenges and keep communities safe.

Permanent fire danger rating signs in key park locations

An initiative to install signs with movable indicators will display current fire risks in strategic high-traffic park locations to help educate and protect visitors.

A digital display network for emergency communication 💡

The City is investigating large format digital outdoor advertising displays, which could be used to share emergency notifications, public safety announcements and other critical information quickly and effectively.





3

Safer Public Spaces

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

Strategic Actions

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

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

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

Upcoming Initiatives

Strategic solar lighting installations

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

Secure bike lockers at public facilities

Secure bike lockers are strategically placed to promote sustainable transportation, reduce theft, and encourage active transportation options. Usage data is being used to reallocate lockers to maximize availability. .

In-house technical services expansion

The in-house team of specialized technicians—including electrical, HVAC mechanical, and DDC technical skills—is being expanded to improve response times and efficiencies for facility system issues, minimize service disruptions, and ensure public facilities remain safe and functional.

Custodial and Facilities Maintenance Safety Program

This initiative will enhance safety, efficiency, and consistency across City facilities. It includes custodial training on cleaning procedures, chemical handling and PPE usage, along with updated job specifications to improve performance.

Facility maintenance prioritization system

This new asset management scoring system will allow the City to prioritize facility maintenance and upgrades, focusing on safety-critical systems while considering environmental impact and accessibility. This ensures facilities remain safe, functional and available for community use with minimal downtime.

Bear spray incident response protocols 💡

Protocols will be developed to manage potential bear spray incidents in City facilities—particularly youth centres—to protect staff and the public and ensure clear and effective incident response.

What We Heard

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

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

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

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

Upcoming Initiatives

2025 New Sidewalks Program

This program identifies priority locations for new sidewalk implementation through a prioritization framework that considers factors related to pedestrian walkability. New projects may include features such as sidewalks on one or both sides of the street, grassed boulevards with trees, and curb letdowns to improve accessibility and safety.

Accessible pedestrian signals

Touchless accessible pedestrian signals (APS) will be installed at signalized intersections to enhance safety and accessibility for pedestrians with vision, hearing and mobility disabilities. These signals provide audible, vibration and touchless activation features to support safer and more inclusive crossings.

Edmonds cycling network safety upgrades

The City has improved and expanded the cycling network in the Edmonds Town Centre area. Improvements include intersection crossing improvements, protected cycling facilities, and speed and traffic management measures.

Public education on safety of personal wheeled transport 💡

The Community Safety department will collaborate with the RCMP and other City departments to create a public education campaign to better inform residents about safe and lawful e-scooter and other wheeled transport use, particularly for sidewalk usage.

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

A structured process and interface will be explored to enable residents to share community-driven traffic safety concerns and priorities, improving responsiveness and resource allocation.

Connected Strategies, Plans and Programs

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

What We Heard

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

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



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

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

Upcoming Initiatives

Dementia-friendly wayfinding systems

The City will look to develop wayfinding and signage for City facilities designed with dementia-friendly principles, such as clear landmarks and easily readable signs, to improve navigation for all residents, particularly those with cognitive challenges.

Art Enhancements in Youth Recreation Spaces

A professional artist will work with youth to implement youth-created murals in some of our youth spaces. This process fosters artistic self-expression among participating youth, as well as creating youth friendly and welcoming spaces.



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

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

Upcoming Initiatives

Refresh Business Safety Toolkit

Update the Business Safety Toolkit to address current safety challenges and provide businesses with practical guidance on crime prevention, emergency response and security best practices.

Small Business Safety Strategy 💡

A strategy in partnership with the local business community, town centre resident associations and key service providers to improve safety and security for businesses. The strategy will focus on crime prevention, de-escalation training, stronger coordination between businesses and enforcement, and improved access to safety resources.

What We Heard

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

Business owners told us they are concerned about theft, vandalism and break-ins, which affect both operations and customer experience. Many emphasized the need for practical tools, stronger support, and better coordination to address safety challenges in commercial areas. Some also highlighted the importance of collaborative approaches to social issues to ensure businesses and communities feel safe and welcoming.



Responsive and Inclusive Services

4

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

Strategic Actions

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

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

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

What We Heard

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

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

Upcoming Initiatives

Social infrastructure strategy

The City will create a plan to guide the development and funding of essential social infrastructure, such as childcare centres, community resource centres and neighbourhood houses. This strategy ensures that services meet the current and future needs of Burnaby's growing and diversifying population, strengthening resilience and fostering community connection.

Resource navigation guide

Exploration of a public guide is planned to map free and low-cost well-being and support resources available in Burnaby. Designed to remain up to date, the guide includes QR codes linking to intervention services, making it accessible and useful for all residents.

Connected Strategies, Plans and Programs

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

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

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

Upcoming Initiatives

Public information and storytelling campaign about Burnaby's homelessness response

This campaign will inform residents about how the City addresses homelessness, highlighting collaborative efforts with the RCMP, Burnaby Fire, and support services. It will share real-life experiences to build understanding of the challenges faced by unhoused people, while clarifying the actions the City is taking, how services are coordinated, and what supports are available.

Data sharing amongst the Coordinated Interagency Response Table

The City, Fraser Health iHeart team, MSTAR, and other partners have established a regular table to coordinate support for unhoused people. Building on this collaboration, work is now underway on a data sharing agreement to further streamline access to services, reduce gaps in care, and enhance outcomes.

Evaluation of homelessness response and service gaps

This project is assessing the effectiveness of Burnaby's homelessness programs and identifying gaps in services. Using data collection and key performance indicators, this evaluation aims to improve service delivery and ensure resources meet unhoused people's needs.

What We Heard

I want the City to address homelessness and social issues collaboratively

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

Connected Strategies, Plans and Programs

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

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

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

The City is committed to embedding Indigenous knowledge and voices into community safety and reconciliation efforts. The Indigenous Relations and Reconciliation Division works closely with Host Nations—the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), səliłwətał (Tsleil-Waututh), and kʷikʷəłəm (Kwikwetlem) Nations—and with the urban Indigenous peoples where appropriate to strengthen government-to-government relationships and ensure Indigenous perspectives are central to City planning.

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

Upcoming Initiatives

Indigenous engagement in emergency management

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



Partnering with Host Nations on Emergency Preparedness

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

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

Indigenous-led community safety planning framework 💡

Building on the success and learnings from Indigenous collaboration in Emergency Management, this City-wide framework will expand the co-creation approach to other community safety priorities. This initiative embeds Indigenous protocols into safety planning, piloting culturally informed strategies through Emergency Management EOC consultations and beyond.

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

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

Upcoming Initiatives

Newcomer trust-building initiative

This partnership between the City of Burnaby, RCMP Community Programs, and newcomer-serving organizations will further engage newcomers through enhanced outreach efforts and early connections. This initiative focuses on building trust and strengthening relationships between new residents and local institutions, ensuring newcomers feel welcomed and supported.

Intercultural competency training

This planned professional development will strengthen cultural awareness, collaboration and understanding among City of Burnaby staff and RCMP. This initiative aims to enhance public service delivery by fostering respectful, inclusive interactions and building trust with Burnaby's diverse communities.

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

Integrating the Anti-Racism Framework into community safety planning will ensure policies and services are equitable and inclusive. Led by the Crime Reduction Intervention Team, this work will focus on identifying and addressing systemic barriers, embedding anti-racism principles in decision-making, and strengthening trust with racialized communities to improve safety outcomes across Burnaby.

What We Heard

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

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



5 Youth and Family First Strategy

The final priority in this plan is the Youth and Family First Strategy—a dedicated, long-term approach to ensuring young people and families in Burnaby have the support, resources and opportunities they need to thrive.

Community safety is strengthened when youth feel connected, families are supported and young people have positive opportunities for growth. The challenges facing youth—such as bullying, harassment, racism, social isolation, exploitation, violence and life-threatening substance use—are shaped by broader social and economic factors. By emphasizing prevention, early intervention, and collaboration, this strategy builds a strong foundation for youth well-being and long-term community safety.

The Youth and Family First Strategy is a core part of the Community Safety and Well-Being Plan because safer public spaces, strong communities, and accessible services all help reduce risks like violence, exploitation and instability. It strengthens those protective factors by ensuring youth and families have access to mentorship, leadership programs, safe spaces and family support services. These are key ingredients for building resilience and reducing harm before it occurs.

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

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

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

Vision

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

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

Guiding Principles

Prevention is the most effective way to reduce harm

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

Every youth should feel safe, seen and valued

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

Families should have the support they need to thrive

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

When challenges arise, help should be available early

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

Opportunities keep youth engaged and on a positive path

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

Strong partnerships create safer, more connected communities

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

Prevention Framework

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

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

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

Strategic Actions

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

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

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

Upcoming Initiatives

Enhanced youth mural program

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

High School Youth Leadership Program

This new program will offer two levels of youth experiential leadership and job readiness programming through the youth recreation centres. Youth will be provided with personal development and job readiness tools such as conflict resolution, public speaking and certification in first aid, FOODSAFE and High Five for example.

Identity-based youth support programs 💡

Safe spaces are important for youth to explore important developmental milestones, including communication, cultural awareness, healthy relationships and conflict resolution. These programs are tailored for girls, boys, and 2SLGBTQIA+ youth, promoting growth and inclusivity.

Grade 7 Transition and Leadership Program 💡

This is a youth resiliency program to prepare students entering Grade 8 with critical life skills, such as time management, conflict resolution and internet safety. Offered after summer-school hours, this program would support personal growth and readiness for high school.

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

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

Upcoming Initiatives

Youth Section officer program evaluation

An evaluation of the RCMP Youth Section officers' role in schools is underway, to incorporate partner feedback to enhance gang-prevention efforts, and ensure programs are culturally relevant and responsive to community needs.

School-based gang prevention assessment project

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

Youth-Offender Intervention Research Study

Tracking the outcomes of youth involved in gang intervention programs, this study aims to assess the effectiveness of justice system responses and support services. In partnership with BC Corrections and the Ministry of Children and Family Development (MCFD), this research will help improve intervention strategies, leading to better long-term outcomes for youth and safer communities.

Youth gang intervention counselling

Therapeutic counselling services would be offered to youth and their families to address gang involvement and related challenges. This program emphasizes early intervention and collaboration with the Burnaby Mobilization and Resiliency Table (BMART), the Burnaby Gang Enforcement Team (BGET), and School District 41 (SD41) to provide targeted support and resources.

Bear spray prevention initiative

Designed to prevent youth misuse of bear spray, this initiative would aim to restrict sales to minors through new bylaws and education. By collaborating with retailers and enforcement units, this initiative aims to reduce the risk of harm in our communities and keep dangerous items out of the hands of youth.

Burnaby Gang Enforcement Team (BGET) Youth Outreach Program

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

What We Heard

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

You told us that youth need spaces and programs where they feel safe, supported and included. Parents shared concerns about keeping their kids safe, especially during after-school hours and at night, when risks are higher. Youth workers emphasized the importance of providing positive alternatives and trusted adults for youth to turn to. 2SLGBTQIA+ youth shared the need for spaces where they can feel safe, celebrated and free to be themselves. Some youth also highlighted the importance of having safe places to go at night, such as well-lit skate parks.



Implementation

The Community Safety and Well-Being Plan is designed to evolve, adapting to the changing needs of Burnaby's residents, businesses and neighbourhoods. Its implementation is supported by collaborative structures that connect City departments, community organizations and residents to advance shared priorities and ensure accountability.

At the heart of this approach is a network of key partners that guide decision-making and oversee progress. These include the Public Safety Committee, the Community Safety Department, the Community Safety and Well-Being Plan Working Group, and Community Safety Advisory Committees (CSACs), which provide governance, oversight, and local input on safety initiatives. These groups work alongside resident-led programs, such as BlockWatch, which encourages neighbours to collaborate on crime prevention, and cross-departmental teams that ensure City-wide coordination.

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



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

Reporting

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

Annual updates and reporting

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

Community feedback and insights

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

Flexible and adaptive approach

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

Ongoing communication and engagement

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

Transparent reporting

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

Conclusion

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

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

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

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

Appendix 1-Engagement Highlights

Background

Context from the Community Safety and Well-Being Plan

In 2020, the City of Burnaby launched its first Community Safety Plan. Since then, there has been a focused effort to build a safe, welcoming and inclusive community where residents can thrive. As part of updating the plan, the City gathered new input on issues that matter most to people who live, work or spend time in Burnaby. These efforts included both general engagement activities and a specific focus on developing a Youth and Family First Strategy.

How we collected information

Starting in early 2024, the City consulted with over forty community organizations and other key community safety partners to determine early directions for the plan. Then from July through August 2024, the City held interactive pop-up events at various facilities and public spaces, providing residents with opportunities to learn about the Plan and share their thoughts on safety-related topics. In addition, several focus groups and Community Solution Sessions, Community Solution Sessions brought people together to discuss challenges, exchange ideas and deepen collective understanding of community safety. During this time, feedback was also encouraged through online and in-person surveys.

Purpose of the engagement

The engagement questions sought to understand how residents, businesses, and community-serving organizations experience safety, what issues they prioritize, and what factors influence their sense of well-being in Burnaby.

Alignment with the Community Safety and Well-Being Plan

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

Methodology

From July through September 2024, the City of Burnaby invited residents, local businesses, and community-serving organizations to share their experiences and concerns about public safety by completing a survey. People could respond either online or in person, ensuring everyone—regardless of their comfort with technology—had an opportunity to participate. The surveys were promoted in nine different languages, making them more accessible to Burnaby’s diverse communities. At the same time focus groups with small businesses, youth, and older adults were ongoing and interactive pop-up events, interactive pop-up events were held at places such as local community centres and libraries, where City staff encouraged passersby to add their voices to the conversation. Community Solution Sessions were also organized, offering a more in-depth setting for residents to explore topics like public space safety, traffic and discrimination. Many participants completed the survey immediately after talking with staff or attending these sessions, helping the City gather a broad range of perspectives and personal stories.

Every effort was made to reach as many people as possible, with outreach taking place in different areas of Burnaby and at various times of day. Still, the City acknowledges that some neighbourhoods and groups were more strongly represented than others. As a result, these survey findings are best understood as part of an ongoing dialogue about community safety. Additional methods, like focus groups, will continue to ensure that more voices are heard and that Burnaby’s many communities can share their experiences and ideas for a safer, more inclusive city.

Sample Participant Demographics

Demographic information was not collected for the range of in-person engagements, however was included as optional for the survey component. The demographic information of those that chose to share this with us through the survey provide general engagement participation insights.

A total of 575 individuals took part in the survey, resulting in 627 submissions overall. More than half indicated that they live in Burnaby, while nearly one-third said they both live and work or study in the city. Roughly 4.5% reported working or studying in Burnaby but not living here, and fewer than 2% said they do not currently have any residential or occupational ties to Burnaby.

When asked about age, adults between 35 and 44 made up the largest group at just over 22%, followed by those aged 25 to 34 at around 15%. Participants aged 45 to 64 each represented close to 18%, with about 14% in the 65-to-74 range. Smaller proportions were over 75 or under 24, and about 4% opted not to share their age.

Regarding gender identity, 58% identified as female, around 34% as male, and a little over 1% as non-binary. A small number indicated “other” or preferred not to specify. Although all were welcome to respond, the proportion of women and men was notably higher than those identifying outside the female-male binary, reflecting how participation can vary across different communities.

In terms of Indigenous identity, 0.98% of respondents identified as First Nations, 1.14% as Métis, and 0.65% as having other Indigenous ancestry, while 89.74% said they do not identify as Indigenous. Around 6% chose not to answer, and a small number were unsure. For racial identity, the largest share—nearly 49%—selected “White,” followed by around 25% who identified as East Asian. Smaller groups indicated backgrounds such as South Asian, Southeast Asian, Latin American, West Asian, or various Black identities. About 13% preferred not to respond to this question.

Finally, about 32% of participants reported coming to Canada as immigrants, while less than 1% identified as refugees or refugee claimants. Just over 61% said they had not come to Canada in those ways, and a small group (around 5%) declined to answer. Taken together, these responses demonstrate Burnaby’s diversity and point to areas where further outreach may ensure a wider range of voices continue to shape the City’s understanding of community safety.

Engagement Results

The results suggest that most people in Burnaby feel positive about their everyday experiences while remaining mindful of certain challenges. Daytime safety, for instance, generally inspires a sense of comfort, whereas feelings of security often dip after dark. Many residents appreciate the City's libraries, recreation centres, and public events, yet some also mention concerns about issues like crime, housing affordability, or accessing certain services. Across different age groups, backgrounds and personal situations, there is a shared desire to preserve Burnaby's welcoming atmosphere, strengthen community connections, and ensure that everyone can enjoy a safe, inclusive environment.

Daytime safety in public spaces

When asked how safe they feel in Burnaby's public spaces during the day, most respondents said they generally feel at ease. A smaller share mentioned feeling somewhat cautious or uneasy, and only a few reported consistently low levels of comfort. While these responses suggest daytime conditions allow many people to move around with relative confidence, some remain watchful about potential risks.

Nighttime safety in public spaces

Feelings of safety appear to shift after dark. Compared to daytime, fewer participants said they always feel secure in Burnaby's public areas, and a larger proportion noted feeling uneasy or rarely safe. Although the majority still indicated a moderate level of comfort at night, these responses point to a noticeable change in perception once the sun goes down.

Comfort levels in specific public spaces

To learn more about day-to-day experiences, people were invited to rate how safe they feel in various public places, including parks, libraries and community centres. Most reported high levels of comfort in libraries and recreation facilities, describing these areas as environments where they can relax and enjoy activities. Meanwhile, parks, walking trails and shopping districts inspired slightly mixed reactions—many said they feel generally safe, but some expressed

concerns about lower visibility in wooded areas or the presence of unfamiliar crowds in busy commercial hubs. Overall, participants had different perspectives depending on the setting, indicating that a sense of safety can vary widely based on location, time of day and personal experiences.

Experiences of victimization

Participants were also invited to share whether they had ever been victims of crime, regardless of whether the incident occurred in Burnaby or elsewhere, and if so, what types of crime they had encountered. More than one-quarter said they had never experienced any form of victimization. Others described incidents like home break-ins affecting many of them, theft of personal belongings, vandalism, and online scams. A smaller but meaningful proportion reported having been a victim of hate- or bias-related crimes, indicating that feelings of safety can be tied to broader concerns about discrimination and community cohesion.

Concerns about specific issues

To better understand what residents are most worried about, people were asked to rate their level of concern about issues such as being physically attacked, having their car stolen, and experiencing gang-related crime. Certain matters—like dangerous driving—raised strong concern, with over half saying they were very or somewhat worried about it happening near them. Meanwhile, topics like major weather events and acts of terrorism garnered relatively lower levels of worry, though some still noted these as potential risks.

Additional safety concerns

Through both the survey and the in-person engagements, we invited participants to discuss any safety issues not mentioned in the questions. We heard a variety of local concerns that ranged from traffic and street lighting to worries about unsupervised public spaces. While individual responses differed, many emphasized a desire to maintain a sense of community and to see ongoing efforts that help everyone feel safer.

Sources of information

When asked where they typically look for updates or information on safety and crime in Burnaby, most participants pointed to social networking platforms and digital news outlets as their top choices. More traditional media, such as television news or radio broadcasts, also had a noticeable following, and around one in five respondents mentioned relying on direct personal experiences. A smaller but significant proportion cited official channels like police-operated social media or the City of Burnaby's website, suggesting that while many people look to digital platforms for quick news, there remains a measure of trust in formal sources for more detailed or verified information.

Comparisons of key social issues

Many participants reflected on how a range of issues—including homelessness, housing affordability and mental health—have evolved over the last two years. Many expressed concern about the twin concerns of homelessness and housing affordability. By contrast, topics like unemployment and food insecurity drew a wider range of viewpoints, with some feeling conditions were about the same and others noticing changes for better or worse. Overall, results revealed a sense that several core social issues continue to pose challenges for many residents.

Personal well-being

In the anonymized survey, people were asked to rate their current personal experiences with matters such as mental and emotional health, physical health, and their ability to access healthy food. Responses ranged from “excellent” to “poor,” reflecting how varied individual situations can be. More than one-third described their mental and emotional health as at least “very good,” while a smaller but still notable number reported struggling with issues like anxiety or stress. Similarly, a number of residents said they generally feel able to find nutritious food regularly, whereas others indicated that balancing life demands with healthy eating remains a challenge.

In the same question set, people shared views about their sense of connection to family, friends and local community groups. A majority felt their social ties were in “good” or better shape, yet some noted that social isolation can be a concern, especially among those living alone or far from extended family. When it came to reaching and using recreation facilities or having adequate housing, opinions again varied. While many participants felt positive about their access to amenities like parks, libraries or community centres, others pointed out cost, distance or time barriers that reduce their ability to enjoy all that Burnaby has to offer.

Looking Ahead

As Burnaby continues to grow and change, these findings serve as a valuable snapshot of how residents experience and perceive safety and well-being in their daily lives. The perspectives shared here will help inform the City's ongoing efforts to create thriving neighbourhoods where people look out for one another, and where supportive programs and resources are readily available. Moving forward, the City remains committed to listening closely to diverse viewpoints, working with community partners, and using all available insights to enhance public safety in ways that truly reflect the needs and hopes of all who call Burnaby home.

Burnaby Community Safety and Well-Being Plan
Burnaby.ca

