

Annual | 2020 Municipal Report

for the fiscal year ended December 31, 2020

City of Burnaby, British Columbia, Canada





Government Finance Officers Association

Canadian Award for Financial Reporting

Presented to

**City of Burnaby
British Columbia**

For its Annual
Financial Report
for the Year Ended

December 31, 2019

Christopher P. Morris

Executive Director/CEO

Government Finance Officers Association of the United States and Canada (GFOA) awarded a Canadian Award for Financial Reporting to the City of Burnaby for its annual financial report for the fiscal year ended December 31, 2019. The Canadian Award for Financial Reporting program was established to encourage municipal governments throughout Canada to publish high-quality financial reports, and to provide peer recognition and technical guidance for officials preparing these reports.

In order to be awarded a Canadian Award for Financial Reporting, a government unit must publish an easily readable and efficiently organized annual financial report, whose contents conform to program standards. Such reports should go beyond the minimum requirements of generally accepted accounting principles and demonstrate an effort to clearly communicate the municipal government's financial picture, enhance an understanding of financial reporting by municipal governments and address user needs.

A Canadian Award for Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Canadian Award for Financial Reporting program requirements, and we will be submitting it to GFOA to determine its eligibility for another award.

Burnaby's Vision:

A world-class city committed to creating and sustaining the best quality of life for our entire community.

Burnaby is located on the ancestral and unceded homelands of the hənqəmínįn and Skwxwú7mesh speaking peoples.

Table of Contents

Produced by the Finance Department at the City of Burnaby in cooperation with all civic departments.

4	INTRODUCTION
5	CITY COUNCIL
6	MESSAGE FROM THE MAYOR
7	MESSAGE FROM THE CITY MANAGER
9	CITY OF BURNABY ORGANIZATIONAL CHART
10	MANAGEMENT COMMITTEE
11	BOARDS, COMMITTEES AND COMMISSIONS
12	FINANCIAL SECTION
13	AUDIT COMMITTEE
14	TREASURER'S REPORT
17	AUDITOR'S REPORT
21	CONSOLIDATED FINANCIAL STATEMENTS
21	Consolidated Statement of Financial Position
22	Consolidated Statement of Operations and Accumulated Surplus
23	Consolidated Statement of Changes in Net Financial Assets
24	Consolidated Statement of Cash Flow
25	Notes to the Consolidated Financial Statements
44	STATISTICAL SECTION
45	MISCELLANEOUS STATISTICS
48	TAXATION
52	FINANCIAL STATISTICS
54	PERMISSIVE EXEMPTIONS
60	APPENDIX A - INTEGRATED PLANNING FRAMEWORK & SERVICE HIGHLIGHTS

Introduction

[City Council](#)

[Message from the Mayor](#)

[Message from the City Manager](#)

[Organizational Chart](#)

[Management Committee](#)

[Boards, Committees and Commissions](#)

City Council



Mayor Mike Hurley



Councillor
Pietro Calendino



Councillor
Sav Dhaliwal



Councillor
Dan Johnston



Councillor
Colleen Jordan



Councillor
Joe Keithley



The late Councillor
Paul McDonell



The late Councillor
Nick Volkow



Councillor
James Wang

Message from the Mayor



I am honoured to present the 2020 Annual Municipal report on behalf of Burnaby Council.

The onset of the COVID-19 pandemic in 2020 presented unexpected challenges for our community and our world. Burnaby residents responded by demonstrating compassion and resilience, as they made personal sacrifices to keep their neighbours safe and healthy.

As a City, we moved quickly to adapt our programs and services to safeguard the health of our community. We set up an Emergency Operations Centre to coordinate the City's response and guide our actions as we continued to learn more about the nature of the pandemic.

Despite the unprecedented challenges we faced in 2020, the City's history of prudent financial planning has allowed us to continue to advance long-term plans and projects that will shape Burnaby's future.

This year, we will finalize a new Transportation Plan that will guide the creation of a transportation system that is safer, more active and sustainable. The Transportation Plan and a comprehensive housing strategy – also being finalized in 2021 – will be key supporting pillars of This is Climate Action, a framework developed to guide how the City will deliver on its commitment to be “carbon neutral” (no longer contributing to the carbon emissions that accelerate climate change) by 2050. It's been just over a year since we declared a climate emergency, and we are moving quickly on this important issue.

Our residents have shared with us that we need more recreational facilities in our City. In addition to our plans to build new facilities, at the end of 2020, we have acquired the former Fortius Sport and Health facility at 3713 Kensington Avenue. Located in a prime location near the City's existing sports fields, ice arenas and swimming pool at Burnaby Lake, this facility includes a double gymnasium, fitness studio and weight room. I look forward to watching this new facility develop into a welcoming neighbourhood hub where residents can connect and live full, active lives.

As we look forward to the brighter days ahead, I'm reminded how lucky we are to serve this remarkable community.

On behalf of Burnaby Council, I wish you health, safety and prosperity.

A handwritten signature in black ink, appearing to read "M Hurley".

Mayor Mike Hurley

Message from the City Manager



In 2020, the impact of the COVID-19 global pandemic rippled throughout our world and our community, affecting our health, our finances and the very way we connect with each other. But even as our community adjusted to the “new normal,” the City of Burnaby continued to work towards creating the best quality of life for all Burnaby residents by turning challenges presented by COVID-19 into opportunities to better serve our community.

In recognition of the disproportionate impact of COVID-19 on the most vulnerable Burnaby residents, the City extended the warming centre program for the homeless until June 30 by utilizing ice arena space. The tireless efforts of our warming centre team was recognized with a Community Leadership Award from BC Recreation and Parks Association.

As the risks of in-person gatherings became clear, the City adopted a virtual meeting format for Council, Commission and Committee meetings, and hosted virtual Public Hearings to ensure Burnaby residents could safely engage with municipal decision making and access City information.

While the Emergency Operations Centre (EOC) coordinated the City’s response to the COVID-19 pandemic, we continued to make progress on the capital projects and major initiatives that matter to Burnaby residents.

The City adopted a Climate Action Framework and City Energy Strategy which set Burnaby on the path to becoming a carbon-neutral community by 2050. The Climate Action Framework outlines seven big moves and a number of quick start actions designed to reduce emissions in Burnaby and build a more sustainable and resilient community for generations to come.

The City Energy Strategy will guide the City of Burnaby to achieving carbon neutrality within corporate operations by 2040, 10 years ahead of the community-wide target. This strategy includes plans to rapidly transition the City’s fleet vehicles away from fossil fuels, setting of an internal carbon price to prioritize low and zero emissions for all new public facilities, and the retrofit of existing buildings to achieve net-zero emissions.

As our city continues to grow, we are well underway to creating incredible new recreation centres across our community.

Expected to be complete in 2022, the South Burnaby Arena in the Edmonds area will feature two NHL-sized ice sheets, providing important space for recreation and competitive activities in the neighbourhood.

In late 2020, the City purchased the Fortius Sport and Health property, which features a 146,000-square-foot facility. Programming for this facility will take shape in 2021 and will complement the plans for the new Burnaby Lake Sports Complex (BLSC). As a replacement for CG Brown Pool and Burnaby Lake Arena, the BLSC will feature an NHL-sized ice rink, and pools for recreation, competitions and leisure.

In 2020, the City also completed several essential infrastructure upgrades.

We completed the Deer Lake Avenue improvement project, creating a new multi-use pathway and road surface to improve traffic and pedestrian safety in this treasured Burnaby park.

Meanwhile, 1,200 metres of combined sewers were separated in north Burnaby, providing environmental benefits by preventing untreated wastewater from being released into Burrard Inlet. In addition, 3,500 metres of aging water pipes were replaced and 8.5 kilometres of road were resurfaced in the process. Existing lighting systems in 29 civic buildings were replaced with LED technology, which will result in more than 400,000 kWh of energy savings annually.

These are not the types of projects that make the headlines, but they are examples of how our City is continuously working to improve the lives of Burnaby residents.

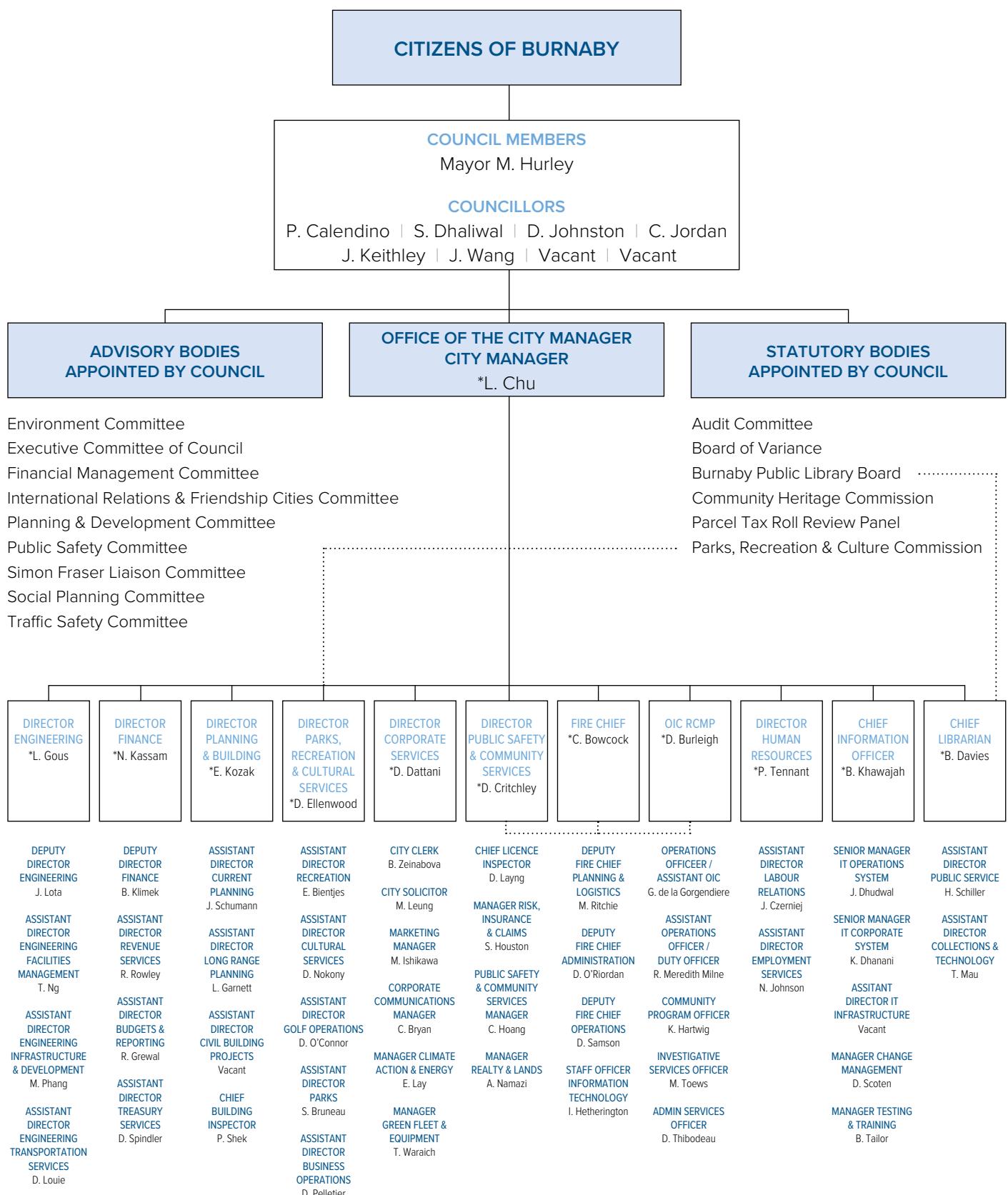
Throughout a turbulent year, Burnaby residents demonstrated perseverance and caring for one another. Despite the disruptions and hardships created by COVID-19, it gave us an opportunity to transform adversity into strength and I am proud of what the City of Burnaby has achieved in 2020, and I look forward to more to come in 2021.

Lambert S.H. Chu, City Manager



Left to right: Councillor Pietro Calendino, Councillor James Wang, the late Councillor Nick Volkow, the late Councillor Paul McDonell, Mayor Mike Hurley, Councillor Joe Keithley, Councillor Colleen Jordan, Councillor Dan Johnston and Councillor Sav Dhaliwal

City of Burnaby Organizational Chart



This organization chart shows reporting relationships only and does not necessarily reflect levels of responsibility.

Current as of March 4, 2021

Management Committee

As the Chief Administrative Officer, the City Manager makes recommendations to Council on a broad range of policy and administrative issues. The City Manager's Office directs the operations of the City and is responsible for implementing City policies.

City Manager

L.S. Chu

C. Turpin (Acting as of March 2021)

Director Corporate Services

D. Dattani

Director Engineering

L. Gous

Director Finance

N. Kassam

Director Parks, Recreation & Cultural Services

D. Ellenwood

Director Planning & Building

E. Kozak

Director Public Safety & Community Services

D. Critchley

Fire Chief

C. Bowcock

OIC RCMP

D. Burleigh

G. de la Gorgendiere (Acting as of February 2021)

Director Human Resources

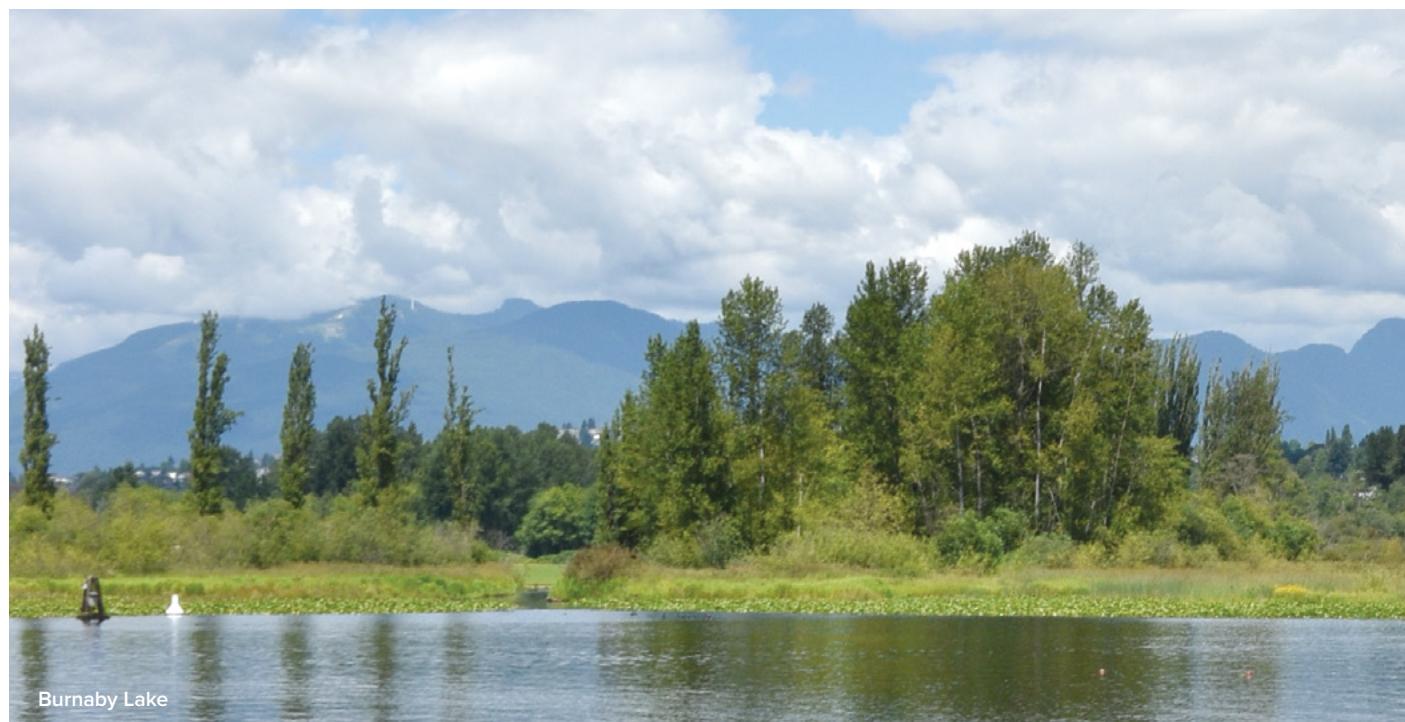
P. Tenant

Chief Information Officer

B. Khawajah

Chief Librarian

B. Davies



Burnaby Lake

Boards, Committees and Commissions

Current as of March, 2021

Audit Committee

Mayor M. Hurley (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor P. Calendino
 Councillor C. Jordan
 Councillor J. Keithley

Board of Variance

R. Dhatt (Chair)
 J. Chan
 B. Felker
 G. Firdos
 A. Luongo

Burnaby Public Library Board

J. Yu (Chair)
 G. Blishen (Vice Chair)
 Councillor D. Johnston
 S. Bains
 S. Bartnik
 C. Dong
 M. Foley
 E. Kashima
 M. Yang

Community Heritage Commission

Councillor C. Jordan (Chair)
 Councillor J. Wang (Vice Chair)
 Councillor P. Calendino
 Commissioner R. Kent
 Commissioner M. Sasakamoose (Alternate)
 D. Gillis
 R. Johnson (Honorary Member Emeritus)
 R. Liu
 L. Loftus
 T. Marchioni
 H. Pride
 R. Whitehouse

Environment Committee

Councillor J. Keithley (Chair)

Councillor C. Jordan (Vice Chair)

Councillor J. Wang

M. Lumby

T. Shushtarian

C. Van Ginkel

A. Zawadzki

T. Vanderkop

Trustee P. Cech

J. Muir

D. Wong

D. Harford

Executive Committee of Council

Councillor S. Dhaliwal (Chair)
 Mayor M. Hurley (Vice Chair)
 Councillor P. Calendino
 Councillor J. Keithley
 Councillor J. Wang

Financial Management Committee

Mayor M. Hurley (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor P. Calendino
 Councillor J. Keithley
 Councillor J. Wang

International Relations & Friendship

Cities Committee

Councillor J. Wang (Chair)
 Councillor P. Calendino (Vice Chair)
 Councillor D. Johnston

Parcel Tax Roll Review Panel

Mayor M. Hurley (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor P. Calendino
 Councillor C. Jordan
 Councillor J. Keithley

Parks, Recreation & Culture Commission

Councillor S. Dhaliwal (Chair)
 B. Larkin (Deputy Chair)
 Councillor J. Wang
 Commissioner G. Cheng
 Commissioner S. Dayment
 Commissioner R. Kent
 Commissioner C. Preston
 Commissioner M. Sasakamoose
 Commissioner D. Staschuk
 Trustee C. Cunningham

Planning & Development Committee

Councillor P. Calendino (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Mayor M. Hurley
 Councillor J. Keithley
 Councillor J. Wang

Public Safety Committee

Councillor J. Wang (Chair)
 Councillor D. Johnston (Vice Chair)
 Councillor J. Keithley
 A. Harvey
 L. Liu
 C. McKee
 H. Yip
 P. Holden
 C. Redekop
 Trustee L. Hayes
 L. Bruschetta
 A. Ediriweera
 T. N. Ali
 M. Gates

Simon Fraser Liaison Committee

Mayor M. Hurley
 Councillor P. Calendino
 Councillor S. Dhaliwal
 Councillor D. Johnston
 Councillor C. Jordan
 Councillor J. Keithley
 Councillor J. Wang

Social Planning Committee

Councillor C. Jordan (Chair)
 Councillor J. Keithley (Vice Chair)
 Councillor J. Wang
 R. Fasciana
 E. Lubendo
 D. Mah
 M. Nelson
 Trustee P. Cech
 S. Chan*
 A. Beck*
 L. Appleton*
*advisory organizations

Traffic Safety Committee

Councillor D. Johnston (Chair)
 Councillor J. Wang (Vice Chair)
 Councillor J. Keithley
 Trustee G. Wong
 L. Alifu
 G. Lai
 L. McQueen
 S. M. Nasiryan Sr.
 S. Tench
 P. Holden
 C. Redekop
 S. Chowdhury
 T. Webster
 K. Robb

Financial Section

Audit Committee

Treasurer's Report

Auditor's Report

Consolidated Financial Statements

Consolidated Statement of Financial Position

Consolidated Statement of Operations and Accumulated Surplus

Consolidated Statement of Changes in Net Financial Assets

Consolidated Statement of Cash Flows

Notes to the Consolidated Financial Statements

Audit Committee

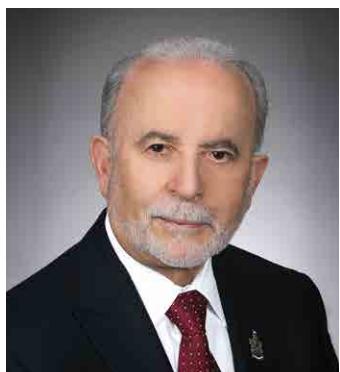
The Audit Committee was appointed to assist City Council in fulfilling its oversight responsibilities and as representatives of Burnaby residents, to enhance accountability of City staff. One of the key roles of the Committee is to review the audited financial statements and present them to City Council.



Mayor
Mike Hurley (Chair)



Councillor
Sav Dhaliwal (Vice Chair)



Councillor
Pietro Calendino

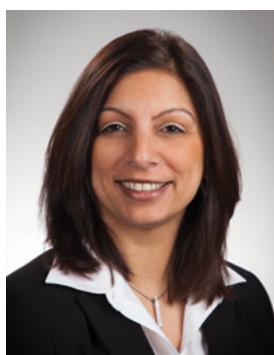


Councillor
Colleen Jordan



Councillor
Joe Keithley

Treasurer's Report



2021 May 10

Mayor Mike Hurley and Members of Council,

I am pleased to present the 2020 Annual Municipal Report for the City of Burnaby. The purpose of this report is to publish the City of Burnaby's audited Consolidated Financial Statements and provide an update on municipal services and operations for the fiscal year ended December 31, 2020 in accordance with Sections 98 and 167 of the Community Charter. Included in this Treasurer's report is a financial overview, a summary on the City's reserve funds and reserves, and highlights of the City's investments.

Preparation of the consolidated financial statements is the responsibility of City Council and Management of the City of Burnaby. The consolidated financial statements have been prepared in accordance with Canadian Public Sector Accounting Standards. Management is also responsible for ensuring the City remains fiscally prudent and financially sustainable through the ongoing monitoring of all financial affairs of the City. As a result, the City maintains a system of internal accounting controls designed to provide reasonable assurances for the safeguarding of assets and the reliability of financial records.

KPMG LLP has been appointed by City Council to independently audit the City's consolidated financial statements. They have expressed an opinion that the City's consolidated financial statements present fairly, in all material respects, the consolidated financial position of the City of Burnaby as at December 31, 2020, and its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian Public Sector Accounting Standards. KPMG LLP reports their audit results to City Council through the City's Audit Committee.

In March 2020, the World Health Organization (WHO) declared COVID-19 a global pandemic. Since then, the Province has been under a Provincial State of Emergency which imposed public health orders and restrictions to help combat the transmission of COVID-19. In response, the City implemented operational changes and concentrated its efforts to provide essential core services, within public health orders and guidelines, safely to Burnaby residents. This resulted in lost revenues due to temporary closures of the City's recreational and library facilities and subsequently, reduced programming. To support the community, the City provided relief to Burnaby residents by deferring the deadline for late property tax payment penalties to September 30, 2020, worked with citizens that leased City properties in deferring residential and commercial rents, and contributed to a Burnaby Rent Bank to provide financial assistance to residents who required such support. The overall financial impact of the pandemic is unknown at this time and therefore the notes to the financial statements reflect this uncertainty.

During these challenging times, the City continues to concentrate its efforts on initiatives that impact the community as a whole, in particular homelessness and affordable housing. The City has specifically pursued partnerships with government agencies, not-for-profit societies and private developers to help increase the supply of affordable housing within the community.

Furthermore, in 2020, the City continued to build on its Climate Action Framework that was established in 2019. During the summer of 2020, City Council adopted the new City Energy Strategy. The City Energy Strategy outlines the actions required by the City to meet carbon neutral goals and to help guide the City with their various climate action initiatives. One of the first outcomes of this new strategy was the establishment of a new Climate Action and Energy Division to oversee the City's climate action initiatives moving forward.

As the City's population continues to grow, we are challenged with the increased demand for public programs, facilities and amenities. The City, over the years, through practical financial planning, has the reserve funds and reserves to fund the timely renewal and enhancement of key infrastructure to ensure citizens continue to receive quality service delivery. The Community Benefit Bonus program, whereby developers make contributions for additional density, will fund new and redeveloped public facilities and amenities mitigating the need for property taxation increases to fund these initiatives.

Financial Overview

CONSOLIDATED STATEMENT OF FINANCIAL POSITION (\$ millions)

	2020 Actuals	2019 Actuals	Year Over Year Change
Net Financial Assets	1,652.4	1,610.7	41.7
Non-Financial Assets	3,014.1	2,916.8	97.3
Accumulated Surplus	4,666.5	4,527.5	139.0

The City's financial position continued to be healthy throughout 2020 with an annual surplus of \$139.0 million (2019 - \$112.9 million), bringing Accumulated Surplus to \$4,666.5 million. The accumulated surplus on the Consolidated Statement of Financial Position is a key measure of the City of Burnaby's financial strength and long-term sustainability. Accumulated surplus consists of Net Financial Assets and Non-Financial Assets.

Net Financial Assets is the amount by which all assets exceed all liabilities and represents the City's reserve funds and reserves of \$1,652.4 million (2019 - \$1,610.7 million). Net Financial Assets denotes the City's ability to meet its future obligations. The increase in Net Financial Assets of \$41.7 million over the prior year is primarily due less cash outlays from project deferrals resulting in higher short term investments held as cash equivalents.

Non-Financial Assets of \$3,014.1 million (2019 - \$2,916.8 million), are comprised of the net book value of the City's capital assets, which include civic buildings, recreation centres, parks, roads, water and sewer infrastructure and land. Non-Financial Assets also include inventory of supplies and prepaid expenses. Non-Financial Assets increased by \$97.3 million over the prior year due to an increase in capital assets.

CONSOLIDATED STATEMENT OF OPERATIONS (\$ millions)

	2020 Budget	2020 Actuals	2019 Actuals	Budget Variance	Year Over Year Change
Revenues	664.2	619.3	585.9	(44.9)	33.4
Expenses	518.9	480.3	473.0	38.6	7.3
Annual Surplus	145.3	139.0	112.9	(6.3)	26.1

BUDGET VARIANCE

The Annual Surplus of \$139.0 million, which is the excess of revenues less expenditures, was less than the budget of \$145.3 million by \$6.3 million.

Consolidated revenue of \$619.3 million was lower than budgeted revenue by \$44.9 million, mainly due to lower than expected community benefit bonus revenues received from developers in 2020. Furthermore, the City also generated lower than expected sales of goods & services revenue. This shortfall is primarily due to lower recreational program revenues as a result of the temporary closures of City facilities and subsequent reduced programming caused by the COVID-19 pandemic. The lost revenues from recreational programs however was partially offset by the Provincial Government's "BC Safe Restart Grant". Lastly, the City incurred higher than expected property tax assessment appeals which are difficult to anticipate as the outcomes of these appeals are outside the control of the City and can take several years before a decision is made by BC Assessment Authority.

Consolidated expenses of \$480.3 million across all City functions and services was lower than the budget by \$38.6 million predominantly due to lower compensation costs and other operational programming expenditures, also due to reduced programming and deferral of projects and initiatives as a result of COVID-19.

YEAR OVER YEAR CHANGE

Annual Surplus of \$139.0 million (2019 - \$112.9 million) is higher in 2020 compared to 2019 by \$26.1 million.

Consolidated revenue of \$619.3 million (2019 - \$585.9 million) increased from the prior year by \$33.4 million mainly due to the recognition of gain on land sales for the City's various land sale transactions completed in the year.

Consolidated expenses of \$480.3 million (2019 - \$473.0 million) increased in 2020 from the prior year by \$7.3 million primarily due to increases in the collective agreement costs, RCMP contract costs, Greater Vancouver Sewer & Drainage District and Greater Vancouver Water District charges, and other general contract and inflationary escalations.

Reserve Funds and Reserves

The City's reserve funds and reserves are comprised of capital and operating reserve funds and reserves. The total of all reserve funds and reserves at the end of 2020 is \$1,652.5 million (2019 - \$1,610.7 million).

Capital reserve funds and reserves account for the largest portion of the City's financial portfolio at 90.9%. Interest earned on capital reserve funds and reserves are contributed back to the respective reserve funds or reserves. Capital reserve funds and reserves are used by the City to fund the cost of new assets and to replace existing assets and infrastructure that are no longer able to provide service.

The City's Community Benefit Bonus Reserves are funded by developer contributions through Burnaby's Community Benefit Bonus Program. The program is a key means by which the City attains new community amenities, including recreational and cultural facilities, space for non-profit service organizations and affordable and/or special needs housing, to serve our growing population within Burnaby, without otherwise having to raise property taxes or incur debt. As development continues, a number of amenities will be funded from this program and will include child care facilities, Fire Stations, Burnaby Lake Aquatic & Arena Facility, Brentwood Community Space, Willingdon Community Center, Confederation Park Recreation Centre, Cameron Community Centre and Library, and South Burnaby Arena.

Forming 9.1% of the City's financial portfolio, operating reserves are comprised of General Operating Reserves including stabilization, insurance and snow removal, and Waterworks Utility and Sanitary Sewer Operating Reserves. Operating reserves provide Council with the ability to maintain taxation stability and are dedicated to supporting operating needs thereby providing the City with working capital to meet unforeseen events. Interest earned on these reserves (2020 - \$8.07 million) is contributed to general operations to reduce the impact of increases in property taxation.

Investments

The City's reserve funds and reserves are invested in short and long-term investments based on the City's projected cash flow needs. During 2020, the investment portfolio earned an average annual yield of 2.82% (2019 - 3.16%) and generated a notable return of \$55.8 million (2019 - \$60.7 million). A portion of this return, \$3.8 million (2019 - \$4.0 million) of investment earnings, was allocated to the Development Cost Charges Reserve Funds which is reflected as deferred revenue and included in the consolidated statements as a liability.

In closing, under the direction and guidance of City Council, the City of Burnaby continues to show strong financial growth while executing its fiscal strategy of no debt and maintaining stabilized property tax rates.

Respectfully submitted,



Noreen Kassam, CPA, CGA
Director Finance



KPMG LLP
 PO Box 10426 777 Dunsmuir Street
 Vancouver BC V7Y 1K3
 Canada
 Telephone (604) 691-3000
 Fax (604) 691-3031

INDEPENDENT AUDITORS' REPORT

To the Mayor and Council of the City of Burnaby

Opinion

We have audited the consolidated financial statements of the City of Burnaby (the "City"), which comprise:

- the consolidated statement of financial position as at December 31, 2020;
- the consolidated statement of operations and accumulated surplus for the year then ended;
- the consolidated statement of changes in net financial assets for the year then ended;
- the consolidated statement of cash flows for the year then ended;
- and notes and schedule to the consolidated financial statements, including a summary of significant accounting policies (hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the City as at December 31, 2020, and its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditors' Responsibilities for the Audit of the Financial Statements**" section of our auditors' report.

We are independent of the City in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Other Information***

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditors' report thereon, included in the 2020 Annual Municipal Report.

Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit and remain alert for indications that the other information appears to be materially misstated.

We obtained the information, other than the financial statements and the auditors' report thereon, included in the 2020 Annual Municipal Report as at the date of this auditors' report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditors' report.

We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the City's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the City or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the City's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.



Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the City's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on City's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause City to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



City of Burnaby
Page 4

- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group entity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.



A handwritten signature in black ink that reads "KPMG LLP". The signature is written in a cursive style and is underlined with a thin horizontal line.

Chartered Professional Accountants

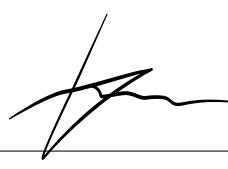
Vancouver, Canada
April 26, 2021

Consolidated Statement of Financial Position

As at December 31, 2020, with comparative figures for 2019

	2020 Actual (\$)	2019 Actual (\$)
Financial Assets		
Cash and cash equivalents	304,262,693	81,364,170
Investments (Note 2)	1,580,734,271	1,696,328,413
Accounts receivables:		
Accrued interest	183,152,845	179,996,219
Taxes	11,427,826	6,767,631
Local improvement frontage tax	2,142,225	2,426,253
Other receivables (Note 3)	32,300,578	19,382,200
	<hr/>	<hr/>
	229,023,474	208,572,303
Total Financial Assets	2,114,020,438	1,986,264,886
Financial Liabilities		
Accounts payables and accrued liabilities (Note 4):		
Due to other governments	145,824,981	48,717,021
Accounts payable	40,813,099	32,406,386
Accrued liabilities	20,843,410	19,076,830
	<hr/>	<hr/>
	207,481,490	100,200,237
Deposits - damages, servicing and other	51,155,532	51,742,389
Deferred revenue (Note 5)	76,157,269	94,389,071
Development cost charges and restricted funds (Note 6)	126,766,686	129,232,081
Total Financial Liabilities	461,560,977	375,563,778
Net Financial Assets	1,652,459,461	1,610,701,108
Non-Financial Assets		
Tangible capital assets (Note 7 and Schedule 1)	3,008,301,119	2,911,454,589
Inventory of supplies	2,829,098	2,049,977
Prepaid expenses	2,986,589	3,329,380
Total Non-Financial Assets	3,014,116,806	2,916,833,946
Accumulated Surplus (Note 8)	4,666,576,267	4,527,535,054

Contingencies and Commitments (Note 11).
 To be read in conjunction with the Notes to the
 Consolidated Financial Statements.

Approved by: _____

 Noreen Kassam, Director Finance, City of Burnaby

Consolidated Statement of Operations and Accumulated Surplus

For the year ended December 31, 2020, with comparative figures for 2019

	2020 Budget (\$)	2020 Actual (\$)	2019 Actual (\$)
Revenues	(Note 1 (B), 15)		
Taxation revenue (Note 10)	310,048,100	304,640,143	301,884,363
Sale of goods and services	122,667,500	107,363,048	122,498,768
Investment income	50,650,800	51,984,393	56,666,253
Other revenue	87,163,400	90,552,865	57,475,268
Community benefit bonus	55,000,000	17,619,102	-
Contributed asset revenue	5,000,000	9,446,255	16,591,761
Transfers from other governments (Note 9)	24,621,700	28,051,301	30,765,664
Transfer from restricted funds and development cost charges (Note 6)	9,033,200	9,698,429	40,000
Total Revenues	664,184,700	619,355,536	585,922,077
 Expenses			
General government services	102,354,500	81,446,223	87,466,153
Protective services	126,615,400	122,665,009	114,995,701
Transportation services	55,217,700	56,840,414	52,750,034
Environmental services	107,399,300	105,430,981	97,664,797
Development services	8,528,600	7,561,160	6,619,803
Parks, recreation and cultural services	118,744,000	106,370,536	113,491,276
Total Expenses	518,859,500	480,314,323	472,987,764
 Annual Surplus	145,325,200	139,041,213	112,934,313
Accumulated Surplus, Beginning of Year	4,527,535,054	4,527,535,054	4,414,600,741
Accumulated Surplus, End of Year	4,672,860,254	4,666,576,267	4,527,535,054

To be read in conjunction with the Notes to the Consolidated Financial Statements.

Consolidated Statement of Changes in Net Financial Assets

For the year ended December 31, 2020, with comparative figures for 2019

	2020 Budget (\$) (Note 1 (B), 15)	2020 Actual (\$)	2019 Actual (\$)
Annual surplus	145,325,200	139,041,213	112,934,313
Tangible capital assets			
Acquisition of tangible capital assets	(253,533,500)	(159,632,623)	(115,940,569)
Contributed tangible capital assets	(5,000,000)	(9,446,255)	(16,591,761)
Acquisition from land exchange	-	(919,849)	(15,647)
Amortization of tangible capital assets	57,448,800	68,623,357	64,961,015
(Gain) / Loss on sale of tangible capital assets	(35,000,000)	(31,529,580)	474,828
Proceeds on sale and exchange of tangible capital assets	-	36,058,420	583,730
	(236,084,700)	(96,846,530)	(66,528,404)
Changes in inventory of supplies	-	(779,121)	266,975
Changes in prepaid expenses	-	342,791	(579,843)
	-	(436,330)	(312,868)
Increase in net financial assets	(90,759,500)	41,758,353	46,093,041
Net Financial Assets, Beginning of Year	1,610,701,108	1,610,701,108	1,564,608,067
Net Financial Assets, End of Year	1,519,941,608	1,652,459,461	1,610,701,108

To be read in conjunction with the Notes to the Consolidated Financial Statements.

Consolidated Statement of Cash Flows

For the year ended December 31, 2020, with comparative figures for 2019

	2020 Actual (\$)	2019 Actual (\$)
Operating Transactions		
Annual surplus	139,041,213	112,934,313
Non-cash items:		
Amortization of tangible capital assets	68,623,357	64,961,015
Contributed tangible capital assets	(9,446,255)	(16,591,761)
(Gain) / Loss on sale of tangible capital assets	(31,529,580)	474,828
	166,688,735	161,778,395
Changes in non-cash working capital:		
Accounts receivables	(20,451,171)	(2,849,677)
Accounts payable and accrued liabilities	107,281,253	18,171,751
Deposits - damage, servicing and other	(586,857)	(2,907,719)
Deferred revenue	(18,231,802)	847,248
Development cost charges and restricted funds	(2,465,395)	8,963,398
Inventory	(779,121)	266,975
Prepaid expenses	342,791	(579,843)
	231,798,433	183,690,528
Capital Transactions		
Tangible capital assets acquisitions	(159,632,623)	(115,940,569)
Proceeds on sale of tangible capital assets	35,138,571	568,083
	(124,494,052)	(115,372,486)
Investing Transactions		
Net change in investments	115,594,142	(37,161,669)
	115,594,142	(37,161,669)
Increase in cash and cash equivalents	222,898,523	31,156,373
Cash and Cash Equivalents, Beginning of Year	81,364,170	50,207,797
Cash and Cash Equivalents, End of Year	304,262,693	81,364,170
Cash and Cash Equivalents, End of Year		
Represented by:		
Cash	10,262,693	7,364,170
Cash equivalents	294,000,000	74,000,000
	304,262,693	81,364,170

Non-Cash Transaction

Acquisition from land exchange	919,849	15,647
--------------------------------	---------	--------

To be read in conjunction with the Notes to the Consolidated Financial Statements.

Notes to the Consolidated Financial Statements

Burnaby was incorporated in 1892 as a district municipality and one hundred years after incorporation, became the City of Burnaby (the “City”). The City is legislated under the Local Government Act of British Columbia and its principal activities include the provision of local government services to residents of the incorporated area. These include administrative, protective, infrastructure, environmental, planning, building, recreational, waterworks, and sanitary sewer services.

On March 11, 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization. The pandemic caused significant impacts to the City’s 2020 operations. The pandemic continues to provide uncertainty over the City’s future cash flows, and may have a significant impact on the City’s future operations. Potential impacts on the City’s business could include future decreases in revenue, impairment of investments or reduction in investment income, and delays in completing capital project work. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effects of the City is not known at this time.

1. Significant Accounting Policies

The consolidated financial statements of the City have been prepared by management in accordance with Canadian generally accepted accounting principles as prescribed by the Public Sector Accounting Board (PSAB) of the Chartered Professional Accountants of Canada.

A. BASIS OF CONSOLIDATION

The consolidated financial statements are comprised of the City’s Operating, Capital and Reserve Funds as well as the Burnaby Public Library (the “Library”). The Library is consolidated as it is considered to be controlled by the City, by virtue of their Board being appointed by the City. Interfund balances and transactions have been eliminated on consolidation.

I. Operating Funds

These funds include the General, Waterworks Utility and Sanitary Sewer Operating Funds as well as the Burnaby Public Library. They are used to record the operating costs of services provided by the City.

II. Capital Funds

These funds include the General, Waterworks Utility and Sanitary Sewer Capital Funds and Burnaby Public Library Capital. They are used to record the acquisition costs of tangible capital assets. All the Capital Funds are combined on the financial statements.

III. Reserve Funds

Under the Community Charter of British Columbia, City Council may, by bylaw, establish reserve funds for specified purposes. Money in a reserve fund and interest earned thereon must be expended only for the purpose for which the fund was established. If the amount in a reserve fund is greater than required for the purposes for which it was established, City Council may transfer all or part of the amount to another reserve fund, provided that the nature of the reserve is used for the same purpose.

B. BUDGET

Budget information reported in the consolidated financial statements represents the 2020 Consolidated Revenues and Expenditures component of the City of Burnaby 2020-2024 Financial Plan received by City Council on May 11, 2020 and adopted through Bylaw No. 14155 on May 11, 2020.

C. REVENUErecognition

Revenues are recognized in the period in which the transactions or events occurred that gave rise to the revenues. All revenues are recorded on an accrual basis, except when the accruals cannot be determined with a reasonable degree of certainty or when their estimation is impractical.

Revenue recognition on sale of properties occurs when the City has transferred the significant risks and rewards of ownership. Property lease revenue includes all amounts earned from tenants including property tax and operating cost recoveries. Lease revenues are recognized on a straightline basis over the term of the lease.

Restricted transfers from governments are deferred and recognized as revenue in the year in which the related expenditures are incurred. Unrestricted transfers are recognized as revenue when received.

D. COLLECTION ON BEHALF OF OTHER AUTHORITIES

The City is required to collect and remit taxes on behalf of other tax authorities. Collections for other authorities are excluded from City revenues.

E. PROPERTY TAXES

British Columbia Assessment Authority (BCA) produces independent property assessments based on market value for all property owners in the Province as of July 01 each year. The City of Burnaby establishes property tax rates based on the assessed values provided by BCA to collect revenue needed to fund City services and programs. Taxation revenue is recorded at the time property tax bills are issued. The City is entitled to collect interest and penalties on overdue taxes.

For 2020, the value for taxable land and buildings, (excluding valuations for exempt properties) across all property classes was \$108.2 billion (2019 - \$114.0 billion).

F. COMMUNITY BENEFIT BONUS REVENUE

Community Benefit Bonus revenue is a cash contribution received by the City through the land development process and recognized as revenue in the year received. These reserves are allocated by Council policy and held in capital reserves.

Council's Community Benefit Bonus Policy provides a framework through which developments, provide benefits for future amenities. The program is based on a voluntary density bonus approach provided for through provincial legislation, the Burnaby Zoning Bylaw, and Council's direction.

Council policy directs 80% of undesignated cash contributions towards community amenities, and 20% to the City-wide Affordable Housing Reserve for affordable and/or special needs housing. Interest income earned on the Community Benefit Bonus Reserves is retained within the reserves.

As these funds are restricted for capital purposes, they are not available to be used to meet current operating expenditures or obligations. See Note 8 Reserves - Non-Statutory Capital Reserves for the balance of the Community Benefit Bonus Reserves held for future City amenities.

G. CONTRIBUTED ASSET REVENUE

Tangible capital assets from developers are a condition of the development approval process. Public Sector Accounting Board rules require municipalities to recognize as revenue the fair market value of the tangible capital assets when they are made available for use and received by the City.

The delivery of the contributed tangible capital assets is dependent upon the developer. The revenue is recognized on the Consolidated Statement of Operations and Accumulated Surplus with an increase in tangible capital assets on the Consolidated Statement of Financial Position of the same amount. Contributed asset revenue represents the fair market value of assets received. It is not a source of funding available to meet current operating expenditures or obligations.

H. DEFERRED REVENUES

Deferred revenues represent the receipt of funds for which the provision of services occurs in the future, including development cost levies which have been collected in accordance to Council-approved bylaws to finance growth-related projects, other government transfers and amounts received from third parties pursuant to legislation, regulation or agreement. These revenues may only be used in the conduct of certain services, in the completion of specific work, or for the purchase of tangible capital assets. These amounts will be recognized as revenues in the year in which the expenditures are incurred.

I. EXPENSES

Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay. Interest expense is accrued as the obligation is incurred.

J. CASH AND CASH EQUIVALENTS

Cash and cash equivalents includes cash and short-term investments with maturities of three months or less at the date of acquisition, are readily convertible to known amounts of cash and are subject to an insignificant risk of change in value.

K. INVESTMENTS

Investments are recorded at cost, adjusted for amortization of premiums or discounts over the term of the investments on a straight-line basis. Provisions for losses are recorded when they are considered to be other than temporary. Short-term investments are those that mature between three months and one year. Long-term investments are those that mature in more than one year.

L. EMPLOYEE FUTURE BENEFITS

The City and its employees make contributions to the Municipal Pension Plan (the “Plan”). The Plan is a multi-employer contributory defined benefit pension plan. These contributions are expensed as incurred.

Sick leave and post-employment benefits accrue to the City’s employees. The liability relating to these benefits is actuarially determined based on length of service, best estimates of retirement ages and expected future salary and wage increases. The liabilities under these benefit plans are accrued based on projected benefits pro-rated as employees render services necessary to earn the future benefits.

Actuarial gains or losses are amortized over the expected average remaining service life of the related employee group.

The liability for event-driven benefits, such as disability benefits, is calculated after the event occurs. The expense is recognized in the year the event occurs.

M. GOVERNMENT TRANSFERS

Restricted transfers from governments are deferred and recognized as revenue as the related expenditures are incurred or the stipulations in the related agreements are met. Unrestricted transfers are recognized as revenue when received or if the amount to be received can be reasonably estimated and collection is reasonably assured.

N. NON-FINANCIAL ASSETS

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

I. Tangible Capital Assets

Tangible capital assets are recorded at cost, which include all amounts that are directly attributable to the acquisition, construction, development, or betterment of the asset. Assets under construction are not depreciated until the asset is available for productive use. The City does not capitalize interest associated with the acquisition or construction of a tangible capital asset. Contributions of tangible capital assets are reported at fair market value at the time of receipt and are also recorded as revenue. The cost, less residual value, of tangible capital assets, excluding land, are amortized on a straight-line basis over their estimated useful lives, commencing the month and year the asset is put into service. Estimated useful lives are as follows:

Asset	Useful Life (Years)
Land (Under Roads/Civic Use)	Is not amortized
Land Improvements	10 to 75
Buildings	10 to 50
Infrastructure Water	15 to 60
Infrastructure Sewer	15 to 70
Infrastructure Drainage	15 to 100
Infrastructure Roads	10 to 80
Vehicles and Mobile Equipment	5 to 40
Technology and Telephony	3 to 20
Furniture, Fixtures and General	2 to 25
Leasehold Improvements	Term of Lease

Land is recorded at cost. Works of art, artifacts, cultural, and historical assets are not recorded as assets in the financial statements. The City controls various works of art and historical treasures including artifacts, paintings and sculptures located at City sites and public display areas.

II. Inventory

Inventory held for consumption is recorded at the lower of cost and net realizable value.

O. USE OF ESTIMATES

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period.

Significant estimates include assumptions used in estimating the amounts recorded for tangible capital assets and the established useful lives at the date of the consolidated financial statements. Actual results could differ from these estimates.

P. SEGMENT DISCLOSURE

The City provides a wide range of services to its citizens. For management reporting and budget control purposes, the government's operations and activities are organized and reported by City departments. These departments are grouped together for the segment report to give an operational view of the way the City works on a day-to-day basis. This additional reporting is intended to enable users to better understand the government reporting entity and the major activities of the City.

Q. CONTAMINATED SITES

A liability for contaminated sites is recognized when a site is not in productive use and the following criteria are met:

- i. An environmental standard exists;
- ii. Contamination exceeds the environmental standard;
- iii. The City is directly responsible or accepts responsibility;
- iv. It is expected that future economic benefits will be given up; and
- v. A reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site. As at December 31, 2020, no liability for contaminated sites was recognized.

2. Investments

	2020		2019	
	Cost (\$)	Market Value (\$)	Cost (\$)	Market Value (\$)
Short term investments	689,720,947	695,613,136	776,053,622	791,310,508
Long-term investments	891,013,324	1,153,541,335	920,274,791	1,127,055,270
Total	1,580,734,271	1,849,154,471	1,696,328,413	1,918,365,778

3. Other Accounts Receivables

	2020 (\$)	2019 (\$)
Community benefit bonus receivables	17,619,102	425
Federal and provincial governments receivables	2,400,249	5,235,624
Other receivables	8,778,373	9,162,266
Third party receivables	1,389,685	2,019,271
Property management receivables	1,488,666	1,723,531
Development cost charge levy receivable	624,503	1,241,083
Total	32,300,578	19,382,200

4. Accounts Payables and Accrued Liabilities

	2020 (\$)	2019 (\$)
Trade and other liabilities	196,589,490	89,222,237
Employee future benefits (Note 13)	10,892,000	10,978,000
Total	207,481,490	100,200,237

5. Deferred Revenue

	2019 (\$)	Externally Restricted Inflows (\$)	Revenue Earned (\$)	2020 (\$)
Taxes and utilities	23,035,215	21,668,295	(23,035,215)	21,668,295
Parks and recreation fees	3,879,116	3,533,096	(6,113,015)	1,299,197
Future capital works	20,045,243	3,652,124	(3,328,620)	20,368,747
Other deferred revenue	47,429,497	8,579,235	(23,187,702)	32,821,030
Total	94,389,071	37,432,750	(55,664,552)	76,157,269

6. Development Cost Charges and Restricted Funds

	2020 (\$)	2019 (\$)
Balance at beginning of year	129,232,081	120,268,683
Contribution	3,429,031	4,988,725
Interest	3,804,003	4,014,673
Revenue recognized	(9,698,429)	(40,000)
Balance at end of year	126,766,686	129,232,081

7. Tangible Capital Assets

ASSETS

See Schedule 1 for details.

CONTRIBUTED ASSETS

Infrastructure contributed to the City totaled \$8,487,929 in 2020 (2019 - \$5,371,711) and was capitalized at fair value at the time of receipt; and Land contributed to the City totaled \$958,326 in 2020 (2019 - \$11,220,050).

ASSETS UNDER CONSTRUCTION

Assets under construction having a value of approximately \$103,329,000 in 2020 (2019 - \$51,989,000) have not been amortized. Amortization of these assets will commence when the asset are put into service.

WORKS OF ART AND HISTORICAL TREASURES

The City manages and controls various works of art and non-operational historical cultural assets including buildings, artifacts, paintings, and sculptures located at City sites and public display areas. The assets are not recorded as tangible capital assets and are not amortized.

WRITE-DOWNS OF TANGIBLE CAPITAL ASSETS

There was no write down of tangible capital assets during the year (2019 - \$nil).

8. Accumulated Surplus

	2020 (\$)	2019 (\$)
Accumulated Surplus Non-Financial Assets:		
Tangible Capital Assets	3,008,301,119	2,911,454,589
Inventory of Supplies	2,829,098	2,049,977
Prepaid Expenses	2,986,589	3,329,380
Total Accumulated Surplus Non-Financial Assets	3,014,116,806	2,916,833,946
 Accumulated Surplus Non-Financial Assets:		
Statutory Capital Reserve Funds		
Corporate and Tax Sale Land Reserve Fund	285,964,105	295,067,787
Capital Asset Works Financing Reserve Fund	172,608,307	192,232,559
Equipment and Vehicle Replacement Reserve Fund	68,424,694	63,346,243
Housing Capital Reserve Fund	31,490,930	-
Other Statutory Capital Reserve Funds	17,719,309	17,203,111
Local Improvement Reserve Fund	16,566,965	15,548,730
Development Cost Charge Reserve Funds	9,836,607	9,590,527
Statutory Reserve Funds Total	602,610,917	592,988,957
 Non-Statutory Capital Reserves		
Community Benefit Bonus Reserves	653,311,224	654,975,148
Gaming Reserve	82,396,196	91,835,496
Sanitary Sewer Fund Capital Reserve	82,570,217	85,626,952
Waterworks Utility Capital Reserve	61,594,219	58,818,039
Other Capital Reserves	20,190,700	19,767,920
Non-Statutory Capital Reserves Total	900,062,556	911,023,555
 Non-Statutory Operating Reserves		
Other Operating Reserves	29,331,401	26,442,939
Operating Housing Reserve	16,172,882	-
Stabilization Reserve	9,412,316	11,503,100
Snow Removal Reserve	7,455,726	9,363,761
Non-Statutory Operating Reserves Total	62,372,325	47,309,800
 Unappropriated Operating Surplus		
Sanitary Sewer Fund Reserve	34,993,087	24,026,761
Waterworks Utility Reserve	31,981,613	22,322,550
General Revenue Reserve	20,438,963	13,029,485
Unappropriated Operating Surplus Total	87,413,663	59,378,796
 Total Accumulated Surplus Net Financial Assets	1,652,459,461	1,610,701,108
Total Accumulated Surplus	4,666,576,267	4,527,535,054

9. Transfers From Other Governments

	2020 (\$)	2019 (\$)
Transfers from Federal Government	1,189,889	3,560,695
Transfers from Provincial Government	16,827,341	17,104,133
Transfers from Regional and Local Governments	10,034,071	10,100,836
Total	28,051,301	30,765,664

10. Taxation Revenue

In addition to levying and collecting property taxes for municipal purposes, the City also collects taxes from its citizens on behalf of other governments. The following table illustrates the amounts collected and the amounts transferred to other governments. These amounts collected on behalf of other governments are not reflected on the City's consolidated financial statements.

	2020 (\$)	2019 (\$)
Taxes Collected		
General Purposes	286,012,006	283,489,422
Collections for Other Governments	188,059,832	248,299,910
Sanitary Sewer Parcel Tax	18,628,137	18,394,941
	492,699,975	550,184,273
Less Transfers to Other Governments		
Province of British Columbia - School Taxes	131,388,293	193,742,446
Greater Vancouver Regional District	7,254,991	6,183,625
Greater Vancouver Transportation Authority	42,480,277	41,517,944
BC Assessment Authority	6,432,766	6,363,164
Municipal Finance Authority	29,356	30,697
Hastings Street Business Improvement Area	275,914	270,504
North Road Business Improvement Area	198,235	191,530
	188,059,832	248,299,910
Taxation Revenue	304,640,143	301,884,363

11. Contingencies and Commitments

- A. At December 31, 2020 the balance of the outstanding contracts for capital and other expenditures is estimated at \$163.9 million (2019 - \$96.2 million).

These amounts are not accrued in the financial statements:

Year	Millions
2021	107.9
2022	35.8
2023	18.2
2024	1.5
2025	0.5
163.9	

- B. In the ordinary course of business, claims are asserted or made against the City, and the City is currently involved in various legal actions. The outcome of these actions cannot be determined at this time. A provision has been made in the accounts for any possible unfavourable outcome of these actions. The amount of any loss in excess of the provision and insurance coverage will be recorded when determinable.
- C. Development cost charges are monies collected from developers for designated purposes, such as future parkland acquisitions. These are comprised of cash and investments of \$126,142,183 (2019 - \$128,489,190) and restricted accounts receivable of \$624,503 (2019 - \$742,891).
- D. The City holds irrevocable letters of credit in the aggregate amount of \$186.3 million (2019 - \$185.8 million) received from depositors to ensure their performance of works to be undertaken within the City. These amounts are not reflected in the consolidated financial statements.
- E. The City as a member of Metro Vancouver is directly, jointly and severally liable with the other member municipalities for the net capital liabilities of those authorities.
- F. The City is a shareholder and member of E-Comm Emergency Communications for British Columbia Incorporated (E-Comm), whose services include: regional 911 call centre, Area Wide Radio emergency communications network, dispatch operations, and records management. The City holds 1 Class A share. As a Class A shareholder, the City is committed to paying levies for services received under a cost-sharing formula to fund operating and capital costs of the E-Comm operations. In addition, the City is contingently liable to cover its proportionate share of such costs should any member be unable to fulfill its funding obligations. Annual levy amounts fluctuate based on various factors under the cost sharing formula, and amounted to \$3.3 million during the year (2019 - \$3.1 million).

12. Municipal Pension Plan

The City and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2019, the plan has about 213,000 active members and approximately 106,000 retired members. Active members include approximately 2,503 contributors from the City (2019 - 2,462 contributors).

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation for the Municipal Pension Plan as at December 31, 2018, indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The City paid \$17,232,906 (2019 - \$16,541,212) for employer contributions while employees contributed \$14,368,680 (2019 - \$13,833,121) to the plan in fiscal 2020.

The next valuation will be as at December 31, 2021, with results available in 2022.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan.

13. Employee Future Benefits

The City provides certain post-employment benefits to its employees. These benefits include accumulated vacation deferral, supplementary vacation and retirement gratuity benefits. The liability associated with these benefits is calculated based on the present value of expected future payments pro-rated for services, and is included in accrued liabilities.

	2020 (\$)	2019 (\$)
Accrued benefit obligation, beginning of year	11,061,000	10,226,000
Current service cost	817,000	733,000
Interest cost	286,000	341,000
Benefits paid	(1,149,000)	(1,154,000)
Actuarial loss	3,715,000	915,000
Accrued benefit obligation, end of year	14,730,000	11,061,000

An actuarial valuation for these benefits was performed to determine the City's accrued benefit obligation as at December 31, 2020. The difference between the actuarially determined accrued benefit liability estimate of \$10,892,000 and the accrued benefit obligation of \$14,730,000 as at December 31, 2020, is an unamortized net actuarial loss of \$3,838,000. The actuarial loss is being amortized over a period equal to the employees' average remaining service lifetime of 11 (2019-11) years.

	2020 (\$)	2019 (\$)
Accrued benefit obligation, end of year	14,730,000	11,061,000
Unamortized net actuarial (loss)	(3,838,000)	(83,000)
Accrued benefit liability, end of year	10,892,000	10,978,000

Actuarial assumptions used to estimate the City's accrued benefit obligation are as follows:

	2020	2019
Discount rate	1.75%	2.50%
Expected future inflation rate	1.80%	1.80%
Estimated average remaining service life of employees (years)	11.00	11.00

14. Segmented Information (\$ Thousands)

The following pages summarize the City's segments by functional expenses and revenue categories.

2020	General Government & Administrative Services	Protective Services	Public Works & Others	Solid Waste	Water Works	Sanitary Sewer	Planning & Building Services	Parks, Recreation & Cultural Services	Library Services	Other Funds	Total
Revenues											
Taxation revenue	286,012	-	-	-	-	18,628	-	-	-	-	304,640
Sales of goods and services	478	474	2,341	5,287	55,909	27,297	106	15,471	-	-	107,363
Investment income	8,068	-	-	-	-	-	-	-	53	43,863	51,984
Other revenue	63,340	1,071	1,845	2,884	-	-	23,996	278	830	(3,691)	90,553
Community benefit bonus	-	-	-	-	-	-	-	-	-	17,619	17,619
Contributed asset revenue	-	-	-	-	-	-	-	-	-	9,446	9,446
Transfers from other governments	5,319	2,845	10,118	-	-	-	37	5,497	-	4,237	28,053
Transfer from restricted funds and development cost charges	-	-	-	-	-	-	-	-	-	9,698	9,698
	363,217	4,390	14,304	8,171	55,909	45,925	24,139	21,246	883	81,172	619,356
Expenses											
Compensation	44,044	53,663	22,693	8,888	3,787	3,114	13,706	58,751	10,585	-	219,231
Policing contract	-	54,335	-	-	-	-	-	-	-	-	54,335
General services	11,261	3,775	6,989	5,080	2,976	4,055	5	6,537	446	-	41,124
Materials and supplies	1,624	1,341	3,516	352	522	381	60	4,986	1,290	-	14,072
Equipment and related operating costs	6,779	1,693	(3,160)	5,332	743	762	258	2,052	172	-	14,631
Gas & electricity	85	279	1,510	46	154	104	-	2,048	182	-	4,408
Greater Vancouver refuse disposal	-	-	-	3,267	-	-	-	29	-	-	3,296
GVS & DD Levy	-	-	905	-	-	26,630	-	-	-	-	27,535
GVWD - cost of water	-	-	-	-	29,941	-	-	-	-	-	29,941
Amortization / loss on disposals	11,484	2,510	30,755	171	7,062	3,189	238	14,626	1,706	-	71,741
	75,277	117,596	63,208	23,136	45,185	38,235	14,267	89,029	14,381	-	480,314
	287,940	(113,206)	(48,904)	(14,965)	10,724	7,690	9,872	(67,783)	(13,498)	81,172	139,042

14. Segmented Information (\$ Thousands) Continued

2019	General Government & Administrative Services	Protective Services	Public Works & Others	Solid Waste	Water Works	Sanitary Sewer	Planning & Building Services	Parks, Recreation & Cultural Services	Library Services	Other Funds	Total
Revenues											
Taxation revenue	283,489	-	-	-	-	18,395	-	-	-	-	301,884
Sales of goods and services	542	670	3,285	5,078	55,800	25,998	99	31,027	-	-	122,499
Investment income	5,873	-	-	-	-	-	-	-	48	50,745	56,666
Other revenue	22,470	1,618	1,834	2,789	15	-	23,766	1,586	1,331	2,066	57,475
Contributed asset revenue	-	-	-	-	-	-	-	-	-	-	16,592
Transfers from other governments	2,453	2,387	10,099	-	-	-	36	548	-	15,243	30,766
Transfer from restricted funds and development cost charges	-	-	-	-	-	-	-	-	-	40	40
	314,827	4,675	15,218	7,867	55,815	44,393	23,901	33,161	1,379	84,686	585,922
Expenses											
Compensation	41,706	51,329	21,170	8,153	3,954	3,198	13,383	62,780	11,050	-	216,723
Policing contract	-	48,931	-	-	-	-	-	-	-	-	48,931
General services	21,086	3,856	6,269	3,676	2,361	3,938	120	8,332	377	-	50,015
Materials and supplies	1,616	684	3,353	298	622	454	66	7,722	607	-	15,422
Equipment and related operating costs	6,219	1,728	(2,743)	5,290	842	783	275	2,131	180	-	14,705
Gas & electricity	84	224	1,600	50	154	113	12	2,493	170	-	4,900
Greater Vancouver refuse disposal	1	-	-	2,937	-	-	-	31	-	-	2,969
GVS & DD Levy	-	-	974	-	-	23,815	-	-	-	-	24,789
GVWD - cost of water	-	-	-	-	28,680	-	-	-	-	-	28,680
Amortization / loss on disposals	10,964	2,107	29,006	-	6,163	2,951	97	12,868	1,698	-	65,854
	81,676	108,859	59,629	20,404	42,776	35,252	13,953	96,357	14,082	-	472,988
	233,151	(104,184)	(44,411)	(12,537)	13,039	9,141	9,948	(63,196)	(12,703)	84,686	112,934

The City's segments are defined as follows:

A. GENERAL GOVERNMENT AND ADMINISTRATIVE SERVICES

This represents activities that provide for the overall administrative and strategic support of local government operations and capital acquisitions relating to general government functions. This includes general administration of the City Manager's Office and Finance operations (Business Advisory Services, Budgets and Reporting, Financial Services, Purchasing, Revenue Services, and Treasury Services), Information Technology, Human Resource management, Corporate Services, and management of City rental properties and the legislative operations of the Council, Clerk's and Legal Departments.

B. PROTECTIVE SERVICES

Protective Services is comprised of the City's Police and Fire Services. The mandate of the Police Department is to provide for the safety of the lives and property of Burnaby citizens, preserving the peace through law enforcement and working with citizens to prevent crime and maintain order. Support is provided through integrated regional units for homicide and forensic identification. Fire Services provide fire suppression services, fire prevention programs, training and education related to prevention, detection or extinguishment of fires, pre-hospital emergency paramedical care, and the handling of hazardous materials incidents. Both Police and Fire Services supply emergency coordination and response operations and support the mitigation of calamitous incidents including the evacuation of people when necessary.

Engineering Services

The City's Engineering Department is a diverse and complex organization that provides many services to the citizens of Burnaby. These include:

C. PUBLIC WORKS AND OTHERS

Maintenance and management of the transportation infrastructure and related services which encompass administration, the maintenance of roads, sidewalks, street drainage, street lighting and signage, snow removal, and municipal parking facilities. Other services include the Environmental Services program that protects and educates Burnaby citizens about their environment. This program monitors community drinking water quality and surface water for bacteriological and chemical quality; provides response and expertise when chemical related spills occur; performs inspection and audits to support permit applications when fill or sediment control measures are required. Maintenance services for civic buildings and vehicles and equipment are provided to all City departments.

D. SOLID WASTE

The waste collection program is comprised of garbage collection, recycling, composting, street sweeping, and litter pickup.

E. WATERWORKS

The City receives treated water from three of Metro Vancouver's reservoirs: Capilano, Seymour, and Coquitlam and distributes it through a network of pipes to its consumers. The provision of potable water and the maintenance and repair of infrastructure related to its delivery and disposal are provided by the City's Engineering Department. Crews respond to emergency calls for broken water mains or leaky services and undertake regular maintenance of the valves, hydrants, pump stations, and reservoirs that make up our water system components. The Department is also responsible for the capital replacement of aging water infrastructure.

F. SANITARY SEWER

The Engineering Department is responsible for operating and maintaining the City's sanitary and combined sewer mains and 20 pump stations. Typical maintenance activities involve cleaning sewers by using sewer flush trucks, inspecting and repairing manholes, and excavating and repairing broken sewer mains and services. The department manages the capital improvement program for the design and construction of the sewer system. This program has made significant improvements toward the elimination of combined sewers that are located within some of the older neighbourhoods of Burnaby.

G. PLANNING AND BUILDING SERVICES

The Planning Department develops the Official Community Plan for Burnaby which provides the future vision and lays the foundation for land use in the City including housing, the environment, transportation, economic development, and social policy. Current projects are considered in light of this long-term direction as the department manages development plan areas, rezonings, subdivisions, preliminary plan approvals, urban design, urban trails, and bicycle routes. The City's Building Department supports the development process by ensuring compliance with the established BC Building Code and enforcement of the City's construction related bylaws. In addition, the Building Department provides Project Management services for civic development projects.

H. PARKS, RECREATION AND CULTURAL SERVICES

This segment includes programs that provide citizens an opportunity to participate in cultural, athletic, and other events. Programs also include the operations, maintenance and provision of parks and recreation, and museum facilities that enable the delivery of services. Working with schools, community and business to form partnerships for neighborhood development supportive of a healthy and active environment, programs contribute to the well-being of Burnaby's citizens. The Parks, Recreation and Cultural Services Department manages 5,400 acres of protected beauty. Some parks have manicured lawns and formal gardens, others have lakes, and many are forested, with deep ravines with streams. Community recreation facilities, arenas and outdoor playgrounds, tennis courts, swimming pools, golf courses, and other venues provide the citizens of Burnaby with many choices to enjoy their leisure time. Cultural centres deliver arts programs, festivals and entertainment for all ages.

I. LIBRARY SERVICES

This segment includes programs that provide citizens an opportunity to participate in library and other events. Programs also include the operations, maintenance and provision of library facilities that enable the delivery of services. Working with schools, community and business to form partnerships for neighborhood development supportive of a literate environment, programs contribute to the well-being of Burnaby's citizens. The Burnaby Public Library provides books, newspapers, CDs, DVDs, graphic novels, online databases, and downloadable books offering programs for children and adults alike that encourage learning and information sharing in a community setting.

J. OTHER FUNDS

This segment represents the City's reserve funds and reserves.

15. Budget Data

The Community Charter requires Council to adopt an annual financial plan bylaw by May 15 of each fiscal year prior to the adoption of the annual property tax bylaw. The City of Burnaby prepares the annual financial plan on a revenue and expenditure basis to meet this requirement of a balanced budget and on a consolidated basis to report the City's financial activities in accordance with Public Sector Accounting Board requirements.

The chart below reconciles the annual financial plan approved by Council and adopted on May 11, 2020 (Bylaw #14155) to the budget figures reported in these consolidated financial statements:

Operating budget:	Budget Amount (\$)*
Revenues	664,184,700
Expenses	518,859,500
Annual surplus per statement of operations	145,325,200
Less: capital expenditures	(253,533,500)
Add: proposed internal transfers	108,208,300
Approved budget	
-	

*Budget figures rounded to nearest hundreds

16. Contractual Rights

The City of Burnaby has entered into contracts or agreements in the normal course of operations that it expects will result in the realization of assets and revenues in future fiscal years. The primary source of contracts and agreements are received from cost sharing agreements, rental and leases, advertising, and other agreements.

The following table summarizes the expected revenue from the City's contractual rights:

Category (\$ million)	2021	2022	2023	2024	2025	Thereafter	Total
Rental / Land Lease Revenue	4.1	3.6	3.3	3.0	2.0	10.2	26.2
Advertising Revenue	0.7	0.7	0.7	0.8	0.7	1.8	5.4
Other Revenue	4.3	3.8	0.3	0.2	0.0	0.0	8.6
Total	9.1	8.1	4.3	4.0	2.7	12.0	40.2

The City is also entitled to receive revenue from other agreements. The revenue from those agreements has not been included in the amounts noted above as the amounts are difficult to quantify due to the complexity of the agreements. The amounts do not materially impact the City's financial position.

17. Comparative Figures

Certain comparative information has been reclassified to conform to the financial statement presentation adopted for the current year.

Schedule 1

Consolidated Schedule of Tangible Capital Assets

As at December 31, 2020 (\$ thousands)

Class	Cost Beginning of Year			Cost End of Year	Accumulated Amortization Beginning of Year			Accumulated Amortization End of Year	Net Book Value End of Year
		Additions	Disposals			Disposals	Amortization		
Land Available for Resale	130,457	25,505	(951)	155,011	-	-	-	-	155,011
Land Under Roads	1,132,291	1,025	(36)	1,133,280	-	-	-	-	1,133,280
Land Civic Use	469,148	5,834	(335)	474,647	-	-	-	-	474,647
Land Improvements	178,865	11,499	(1,570)	188,794	(79,419)	1,570	(6,027)	(83,876)	104,918
Buildings	321,415	14,221	(3,002)	332,634	(146,829)	1,827	(8,987)	(153,989)	178,645
Infrastructure - Drainage	247,903	12,913	(218)	260,598	(95,925)	119	(3,971)	(99,777)	160,821
Infrastructure - Roads	843,027	15,760	(513)	858,274	(544,528)	306	(18,857)	(563,079)	295,195
Infrastructure - Sewers	169,475	4,108	(699)	172,884	(71,695)	458	(2,684)	(73,921)	98,963
Infrastructure - Water	290,815	5,204	(2,817)	293,202	(86,430)	1,472	(5,702)	(90,660)	202,542
Vehicles and Mobile Equipment	74,455	8,239	(3,522)	79,172	(45,198)	3,382	(6,628)	(48,444)	30,728
Technology and Telephony	106,907	8,510	(3,175)	112,242	(57,032)	3,175	(10,883)	(64,740)	47,502
Furniture, Fixtures and Equipment	30,642	5,737	(3,465)	32,914	(12,430)	3,465	(4,487)	(13,452)	19,462
Leasehold Improvements	5,241	104	-	5,345	(1,689)	-	(398)	(2,087)	3,258
	4,000,641	118,659	(20,303)	4,098,997	(1,141,175)	15,774	(68,624)	(1,194,025)	2,904,972
Asset Under Construction	51,989	51,340	-	103,329	-	-	-	-	103,329
Total	4,052,630	169,999	(20,303)	4,202,326	(1,141,175)	15,774	(68,624)	(1,194,025)	3,008,301

Consolidated Schedule of Tangible Capital Assets Continued

As at December 31, 2019 (\$ thousands)

Class	Cost Beginning of Year	Additions	Disposals	Cost End of Year	Accumulated Amortization Beginning of Year	Disposals	Amortization	Accumulated Amortization End of Year	Net Book Value End of Year
Land Available for Resale	125,395	5,110	(48)	130,457	-	-	-	-	130,457
Land Under Roads	1,126,684	5,589	18	1,132,291	-	-	-	-	1,132,291
Land Civic Use	464,648	4,469	31	469,148	-	-	-	-	469,148
Land Improvements	169,085	10,285	(505)	178,865	(74,455)	444	(5,408)	(79,419)	99,446
Buildings	301,963	20,209	(757)	321,415	(138,987)	580	(8,422)	(146,829)	174,586
Infrastructure - Drainage	233,439	14,540	(76)	247,903	(92,217)	46	(3,754)	(95,925)	151,978
Infrastructure - Roads	811,257	32,061	(291)	843,027	(526,275)	252	(18,505)	(544,528)	298,499
Infrastructure - Sewers	156,578	13,160	(263)	169,475	(69,176)	171	(2,690)	(71,695)	97,780
Infrastructure - Water	280,422	11,916	(1,523)	290,815	(81,791)	1,064	(5,703)	(86,430)	204,385
Vehicles and Mobile Equipment	70,898	7,450	(3,893)	74,455	(42,924)	3,704	(5,978)	(45,198)	29,257
Technology and Telephony	103,130	13,955	(10,178)	106,907	(57,130)	10,178	(10,080)	(57,032)	49,875
Furniture, Fixtures and Equipment	28,802	5,335	(3,495)	30,642	(11,796)	3,483	(4,117)	(12,430)	18,212
Leasehold Improvements	4,693	698	(150)	5,241	(1,535)	150	(304)	(1,689)	3,552
	3,876,994	144,777	(21,130)	4,000,641	(1,096,286)	20,072	(64,961)	(1,141,175)	2,859,466
Asset Under Construction	64,218	(12,229)	-	51,989	-	-	-	-	51,989
Total	3,941,212	132,548	(21,130)	4,052,630	(1,096,286)	20,072	(64,961)	(1,141,175)	2,911,455

Schedule 2

BC Safe Restart Grant Received - (Unaudited)

Due to the COVID-19 pandemic in 2020, the City received the BC Safe Restart Grant of \$9.8 million from the Province to help the City for COVID-19 financial impacts to the City's operations. The schedule below details how the City utilized the grant funds in 2020. The remainder of the funds have been provisioned in the City's 2021 Financial Plan to be utilized in 2021 to offset ongoing COVID-19 impacts to the City's operations.

BC Safe Restart Grant Received November 2020	9,827,000
Eligible Costs Incurred:	
Revenue Shortfalls (Recreation Services)	(4,913,500)
Year End Balance as at December 31, 2020	4,913,500



Statistical Section

Miscellaneous Statistics

- Population
- Business Distribution by Sector
- Building Permits
- Top Employers

Taxation

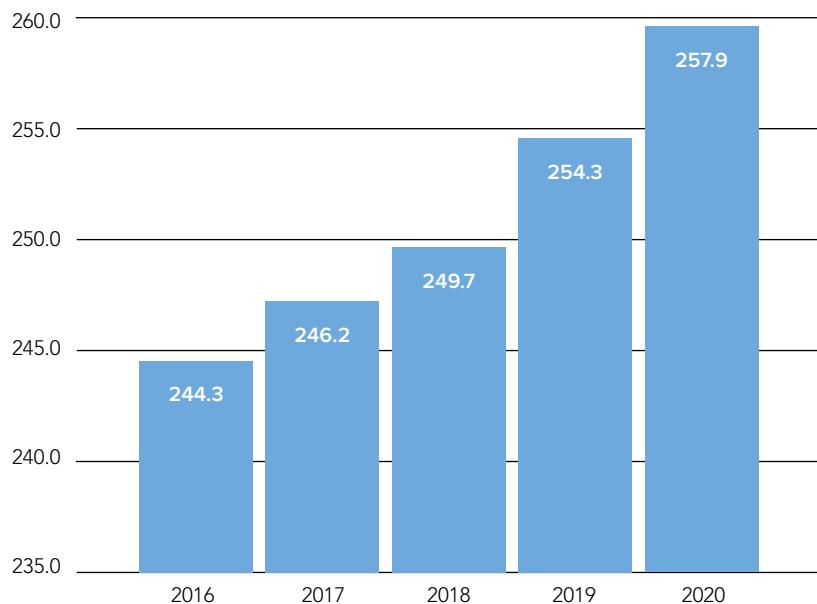
- Tax Levy and Outstanding Balances
- Assessed Values of Land and Total Improvements
- Property Tax Collections
- Taxes from New Growth
- Taxes Paid to Other Authorities
- Average Residential Assessment
- Flat Rates

Financial Statistics

- Expenses by Function
- Expenses by Object
- Revenue by Source
- Financial Highlights
- City of Burnaby Annual Returns

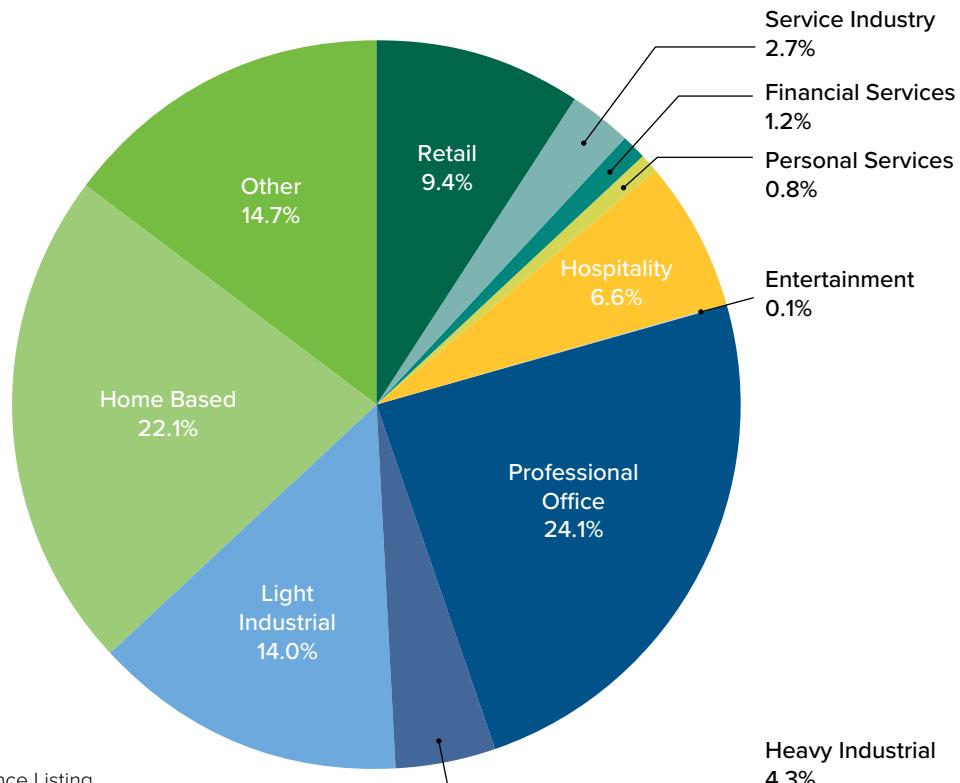
Miscellaneous Statistics

Population (thousands)



Source: British Columbia Municipal Population Estimates 2011-2020

2020 Burnaby's Business Distribution by Sector*

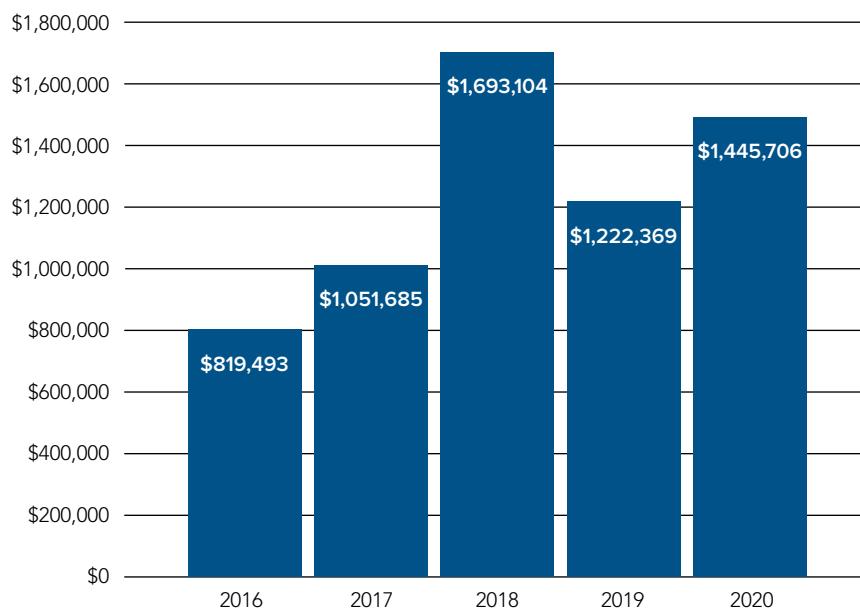


*Based on the 2020 Business Licence Listing

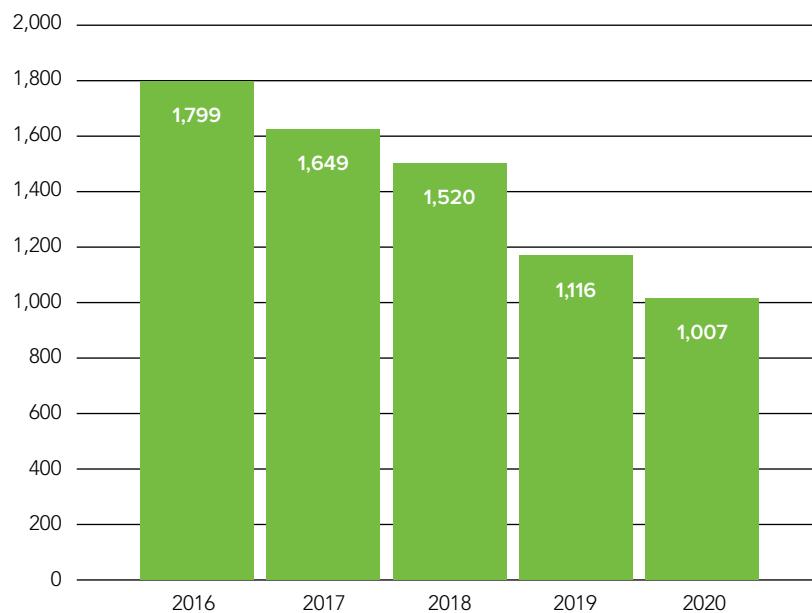
Source: City of Burnaby - Public Safety & Community Services Department

Building Permits

VALUE OF BUILDING PERMITS ISSUED (\$ thousands)



NUMBER OF BUILDING PERMITS ISSUED



Source: City of Burnaby - Planning and Building Department

Burnaby's Top Employers 2020

Company	# of Employees
BC Housing Management Commission	808
Beedie	336
Best Buy Canada Ltd	5,600
British Columbia Automobile Association (BCAA)	1,138
British Columbia Institute of Technology (BCIT)	1,953
British Columbia Liquor Distribution Branch	2,530
Clio	330
Cloudreach Canada Inc	33
Hemmera, an Ausenco Company	230
Interfor Corporation	1,172
Mott Electric, GP	503
R.F. Binnie and Associates Ltd	235
Simon Fraser University	3,105

Source: 2020 BC's Top Employers

Taxation

Average Residential Property Taxes*

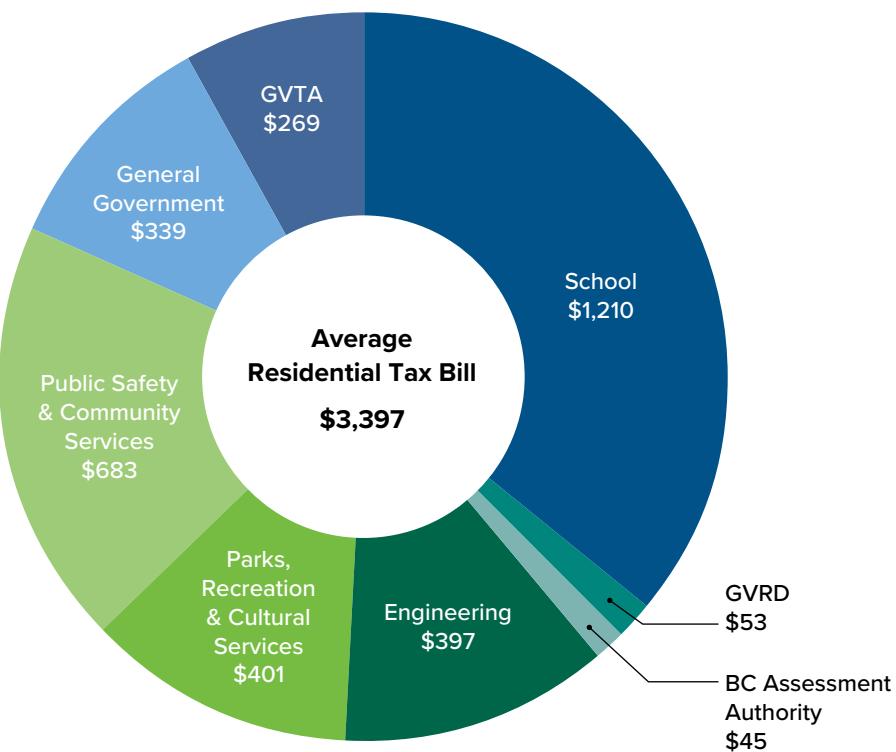


*Figures based on gross residential assessments, including new growth

Source: City of Burnaby - Finance Department



2020 Average Residential Tax Bill**



**Based on gross average assessed value of \$1,067,987, inclusive of new growth

Source: City of Burnaby - Finance Department



Tax Levy and Outstanding Balances (\$ thousands)	2016	2017	2018	2019	2020
Municipal Tax Levy (including parcel taxes)	259,320	268,561	280,517	293,498	300,460
Tax Levy per Capita*	1,061	1,091	1,123	1,154	1,165
Current Taxes Collected	257,007	265,312	276,998	291,096	295,924
Percentage of Current Taxes Collected to Tax Levy	99.11%	98.79%	98.75%	99.18%	98.49%
Current Taxes Outstanding as at December 31	2,313	3,249	3,519	2,402	4,536
Total Taxes Outstanding per Capita*	9.47	13.20	14.09	9.44	17.59

*Prior years have been restated based on revised provincial population figures. Source: British Columbia Municipal Population Estimates.

Assessed Values of Land and Improvements (\$ thousands)	2016	2017	2018	2019	2020
Land	51,566	72,269	83,224	91,195	83,696
Improvement	20,449	21,603	21,941	22,880	24,464
Total Assessed Value of Land and Improvements	72,015	93,872	105,165	114,075	108,160

Property Tax Collection - All Government Bodies (\$ thousands)	2016	2017	2018	2019	2020
	442,908	461,337	487,166	520,635	469,634

Grants in Lieu of Taxes - All Bodies (\$ thousands)	2016	2017	2018	2019	2020
	6,552	6,324	6,751	6,869	6,643

Taxes from New Growth (\$ thousands)	2016	2017	2018	2019	2020
	2,473	2,991	7,019	4,527	4,190

Taxes Paid to Other Authorities** (\$ thousands)	2016	2017	2018	2019	2020
Province of BC - School Taxes	159,089	166,110	177,049	193,742	131,387
Greater Vancouver Transit Authority	34,190	34,864	37,545	41,518	42,462
Greater Vancouver Regional District	4,706	4,857	5,721	6,184	7,253
British Columbia Assessment Authority	5,432	5,694	6,060	6,363	6,430
Municipal Finance Authority	19	24	27	31	29
Total Taxes Paid to Other Authorities	203,436	211,549	226,402	247,838	187,561

**includes Grants in Lieu of Taxes

Average Residential Assessment - net of new growth (\$ thousands)	2016	2017	2018	2019	2020
All Residential	827	1,064	1,152	1,176	1,070
Single Family Dwelling	1,210	1,643	1,640	1,585	1,434
Strata	398	497	585	652	597

Source: City of Burnaby - Finance Department

Flat Rates (\$)

Flat Water Rates - paid by the due date	2016	2017	2018	2019	2020
Detached Single Family Dwelling	572	578	578	590	596
Two Family Dwelling Per Unit	429	434	434	442	447
Multiple Family Dwelling Per Unit	329	332	332	339	342

Flat Sewer Parcel Rates - paid by the due date	2016	2017	2018	2019	2020
Municipal Installed	536	541	541	552	563
Sub-Divider Installed	268	271	271	276	282

Flat Sewer Use Rates - paid by the due date	2016	2017	2018	2019	2020
Strata Lot (not part of a duplex)	290	293	293	299	305
Multiple Family Dwelling Per Unit, including Strata (not part of a duplex)	290	293	293	299	305
Two Family Dwelling Per Unit, including Strata (forming part of a duplex)	134	135	135	138	141

Source: City of Burnaby - Finance Department

Financial Statistics

Expenses by Function

Expenses (\$ thousands)	2016	2017	2018	2019	2020
General Government Services	65,944	67,301	71,602	87,466	81,446
Protective Services	104,492	104,873	112,502	114,996	122,665
Transportation Services	58,705	60,069	51,287	52,750	56,840
Environmental Services	82,735	89,124	92,597	97,665	105,431
Development Services	6,336	6,003	6,046	6,620	7,561
Parks, Recreation and Cultural Services	95,458	103,176	106,985	113,491	106,371
Total Expenses by Function	413,670	430,546	441,019	472,988	480,314

Expenses by Object

Expenses (\$ thousands)	2016	2017	2018	2019	2020
Compensation	188,568	195,664	201,963	216,723	219,231
Policing Contract	44,529	43,704	48,664	48,931	54,335
General Services	33,224	36,513	39,026	50,015	41,124
Materials and Supplies	12,945	14,585	15,306	15,422	14,072
Equipment and Related Operating Costs	11,162	12,590	13,968	14,705	14,631
Gas and Electricity	5,246	5,469	5,247	4,900	4,408
Greater Vancouver Refuse Disposal Fees	3,164	2,816	2,783	2,969	3,296
Greater Vancouver Sewerage and Drainage Fees	20,966	22,505	23,997	24,789	27,535
Greater Vancouver Cost of Water	25,865	26,983	27,843	28,680	29,941
Depreciation	68,001	69,717	62,222	65,854	71,741
Total Expense by Object	413,670	430,546	441,019	472,988	480,314

Source: City of Burnaby - Finance Department

Revenue by Source

Revenue (\$ thousands)	2016	2017	2018	2019	2020
Taxation Revenue	268,394	277,180	289,222	301,884	304,640
Sale of Goods and Services	110,825	117,588	121,356	122,499	107,363
Investment Income	41,192	42,135	50,344	56,666	51,985
Other Revenue	53,749	77,297	77,467	57,475	90,553
Community Benefit Bonus	85,029	135,804	220,839	-	17,619
Contributed Asset Revenue	18,178	13,841	24,160	16,592	9,446
Transfer from Other Governments	20,703	21,567	24,824	30,766	28,051
Transfer from Restricted Funds and Development Cost Charges	3,900	2,536	-	40	9,699
Total Revenue by Source	601,970	687,948	808,212	585,922	619,356

Financial Highlights

(\$ thousands)	2016	2017	2018	2019	2020
Annual Surplus	188,300	257,402	367,193	112,934	139,042
Accumulated Surplus	3,790,005	4,047,407	4,414,601	4,527,535	4,666,577
Acquisition of Tangible Capital Assets	94,770	112,102	103,559	115,941	159,633
Net Book Value of Tangible Capital Assets	2,716,439	2,777,216	2,844,926	2,911,455	3,008,301
Net Financial Assets	1,068,200	1,265,732	1,564,608	1,610,701	1,652,459

City of Burnaby Annual Returns

City of Burnaby Annual Returns (%)	2016	2017	2018	2019	2020
30-Year Canada's Bond Average	1.92%	2.28%	2.36%	1.80%	1.21%
10-Year Canada's Bond Average	1.25%	1.78%	2.28%	1.59%	0.75%
Prime Rate Average	2.70%	2.90%	3.60%	3.95%	2.77%
City of Burnaby Annual Return	3.62%	3.22%	3.16%	3.16%	2.82%

Source: City of Burnaby - Finance Department

Permissive Exemptions



Annually, in accordance with Section 227 of the Community Charter, public notice must be provided for two consecutive weeks prior to adoption of the City of Burnaby Annual Taxation Exemption Bylaws. The purpose of these bylaws is to grant property taxation exemptions to the following properties with land and/or improvements for the period of one year. The annual public notice is found on the City website and in the local newspaper. The 2020 permissive exemption list is provided for information purposes.

Actual Tax Exemption for 2020				
Civic Address	Organization	General Tax (\$)	School & Others (\$)	Total Tax (\$)
4600 Parker St	Alpha Secondary School Site	172,753	71,380	244,133
6990 Aubrey St	Lochdale Elementary School Site	25,602	10,578	36,180
7355 Canada Way	Edmonds Community Resource Centre			
	St. Matthews Day Care Society	2,910	2,522	5,432
	Deaf Children's Society of BC	4,108	1,697	5,805
	Burnaby School Board-Adult Learning Centre	2,685	1,110	3,795
	Canadian Mental Health Association	2,697	1,114	3,811
	Canadian Red Cross Fraser Region Burnaby Branch	2,691	1,112	3,802
	Immigrant Services Society of BC	2,093	865	2,957
	Afghan Women's Support Society	1,549	640	2,189
	Burnaby Family Life	1,730	1,499	3,230
9048 Stormont Ave	Pacific Assistance Dogs Society	4,258	1,759	6,017
6650 Southoaks Cres	Community Centered College for the Retired	17,636	7,287	24,923
7858 Hilda St	Twelfth Avenue Elementary School Fields	1,390	1,205	2,595
7866 Hilda St	Twelfth Avenue Elementary School Fields	1,390	1,205	2,595
7872 Hilda St	Twelfth Avenue Elementary School Fields	1,390	1,205	2,595
7615 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7625 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7635 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7645 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7655 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7665 Hedge Ave	Twelfth Avenue Elementary School Fields	528	881	1,408
7675 Hedge Ave	Twelfth Avenue Elementary School Fields	675	1,127	1,803
6140 McKercher Ave	Burnaby Family Life Institute	3,350	2,903	6,253
2101 Holdom Ave	Holdom Community Resource Centre			
	Burnaby Family Life Institute	73	361	1,234
	Burnaby Family Life Institute	1,015	420	1,435
	Burnaby Family Life Institute	909	376	1,284
	Burnaby Family Life Institute	341	141	482
	Community Living Society	446	184	631
	Community Living Society	719	297	1,016
	Community Living Society	291	120	412

PERMISSIVE EXEMPTIONS

		Actual Tax Exemption for 2020		
Civic Address	Organization	General Tax (\$)	School & Others (\$)	Total Tax (\$)
	Community Living Society	1,087	449	1,536
	Community Living Society	608	251	859
	Burnaby Volunteer Centre Society	1,087	449	1,537
	Burnaby Volunteer Centre Society	1,236	511	1,747
	Dixon Transition Society	1,236	511	1,747
	Dixon Transition Society	1,101	455	1,556
	Dixon Transition Society	1,086	449	1,535
2055 Rosser Ave	Brenwood Community Resource Centre			
	Burnaby Community Services Society	3,614	1,493	5,108
	Meals on Wheels	1,363	563	1,926
	MOSAIC Immigrant Services	3,694	1,526	5,220
	Burnaby Seniors Outreach Services Society	1,305	539	1,844
4460 Beresford St	Metrotown Community Resource Centre			
	South Burnaby Neighbourhood House	27,128	11,209	38,337
	BC Centre for Ability	3,794	1,568	5,362
	YMCA Childcare Resource and Referral Program	2,284	944	3,228
	National Congress of Black Women Foundation	1,494	617	2,111
4535 Kingsway	Pioneer Community Resource Centre			
	Burnaby Hospice Society	5,840	2,413	8,253
	Burnaby Family Life	10,848	4,482	15,330
8059 Texaco Dr	The Lotus Sailing Club	4,401	1,819	6,220
7564 Barnet Rd	BC Volleyball Association	96,133	39,721	135,854
4990 Canada Way	Burnaby Winter Club	28,135	11,625	39,760
9080 Avalon Ave	Burnaby Horsemen's Association	7,909	12,219	20,128
3890 Kensington Ave	Burnaby Tennis Club	535	585	1,120
3883 Triumph St	Burnaby Pacific Grace Church	2,573	4,294	6,866
3885 Albert St	Grace New Covenant Pentecostal Church	1,343	2,241	3,585
4304 Parker St	Willingdon Heights United Church	1,737	2,898	4,635
4550 Kitchener St	Parish of Saint Timothy Anglican	4,351	7,261	11,612
3905 Norland Ave	Vancouver Korean Full Gospel Church	15,217	25,393	40,610
7837 Canada Way	Serbian Orthodox Church and Cultural Centre	2,189	3,652	5,841
9887 Cameron St	St. Stephen the Martyr Anglican Church	1,062	1,773	2,835
5975 Sunset St	Capitol Hill Congregation of Jehovah's Witnesses	4,621	7,711	12,332
9387 Holmes St	St. Michael's Catholic Church and School	6,088	10,160	16,248
6907 Elwell St	South Burnaby Gospel Hall Society	3,282	5,476	8,758
5060 Marine Dr	Iglesia Ni Cristo Church of Christ	2,794	4,662	7,456
5420 Marine Dr	Hindu Cultural Society and Community Centre of BC	5,079	8,476	13,555

Civic Address	Organization	Actual Tax Exemption for 2020		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
7455 10th Ave	Our Lady of Mercy Catholic Church	2,305	3,846	6,151
7551 Gray Ave	Jubilee United Church	1,196	1,996	3,192
7591 Gray Ave	Jubilee United Church	1,021	1,704	2,724
7283 Nelson Ave	Grace Lutheran Church of South Burnaby	1,595	2,661	4,255
1640 Delta Ave	Trustees of Brentwood Park Presbyterian Church	1,885	3,146	5,031
380 Hythe Ave	Pacific Grace Mandarin Mennonite Church	1,833	3,059	4,893
5135 Sperling Ave	Deer Lake United Church	1,928	3,218	5,146
1600 Cliff Ave	Cliff Ave United Church	2,116	3,530	5,646
7135 Walker Ave	Southside Community Church	1,543	2,575	4,119
6641 Halifax St	Parkcrest Gospel Chapel	1,454	2,426	3,880
5146 Laurel St	St. Theresa's Catholic Church	2,705	4,513	7,218
5600 Dorset St	Sanatan Dharm Cultural Society	1,180	1,970	3,150
6597 Balmoral St	St. Francis de Sales Catholic Church	2,771	4,624	7,395
6656 Balmoral St	St. Francis de Sales Catholic Church	1,585	2,644	4,229
6627 Arcola St	St. Francis de Sales Catholic Church	750	1,252	2,002
6681 Arcola St	St. Francis de Sales Preschool	4,606	3,991	8,597
8094 11th Ave	Church of the Nazarene	691	1,153	1,844
1450 Delta Ave	Holy Cross Catholic Church and School	3,483	5,813	9,296
7271 Gilley Ave	Shri Guru Ravidass Sabha	4,505	7,517	12,021
7716 Cumberland St	Church on the Hill	267	445	712
3871 Pandora St	St. Helen's Catholic Church	7,178	11,978	19,156
3981 Albert St	Burnaby North Baptist Church	930	1,552	2,482
5050 Hastings St	Church of Christian Community in Canada, Vancouver Centre	2,554	4,262	6,816
5209 Hastings St	Burnaby Christian Pentecostal Church	1,206	2,012	3,217
6900 Halifax St	Arbab Rustam Guiv Darbe Mehr-Zoroastrian House of BC	1,016	1,695	2,711
8760 Lougheed Hwy	New Life Community Church	4,362	7,279	11,641
5170 Norfolk St	The Church in Burnaby	2,038	3,400	5,438
5060 Canada Way	BC Muslim Association	4,488	7,490	11,978
5136 Laurel St	St. Theresa's Catholic Church	2,684	4,479	7,163
8765 Government St	New Life Community Church	5,759	8,293	14,052
6556 Sprott St	Aga Khan Foundation Canada	22,840	38,113	60,953
4040 Canada Way	Aga Khan Foundation Canada	25,967	43,331	69,298
3466 Curle Ave	Aga Khan Foundation Canada	5,831	9,730	15,562
5280 Kincaid St	Church of Jesus Christ of Latter-day Saints	8,357	13,945	22,302
5584 Kincaid St	First United Spiritualist Church of Vancouver	1,414	2,360	3,774
6010 Kincaid St	The Danish Evangelical Lutheran Church	3,418	5,703	9,121
6580 Thomas St	Christ Church of China	2,867	4,784	7,651

PERMISSIVE EXEMPTIONS

		Actual Tax Exemption for 2020		
Civic Address	Organization	General Tax (\$)	School & Others (\$)	Total Tax (\$)
3821 Lister St	Korean United Church of Vancouver	2,567	4,284	6,851
4484 Smith Ave	Korean United Church of Vancouver	846	1,412	2,258
4045 Kingsway	Foursquare Gospel Church of Canada	30,943	51,635	82,578
5855 Imperial St	Trustee of the Congregation of the Central Christian Assembly of the Central Tabernacle	2,052	3,424	5,476
5535 Short St	Burnaby Unit of New Westminster Jehovah's Witnesses	2,653	4,427	7,081
6112 Rumble St	Burnaby Chinese Evangelical Free Church	929	1,551	2,480
6138 Rumble St	Burnaby Chinese Evangelical Free Church	2,648	2,294	4,942
5110 Marine Dr	Evangelical Chinese Bible Church	8,091	13,502	21,593
5122 Marine Dr	Evangelical Chinese Bible Church	140	234	374
5462 Marine Dr	International Society For Krishna Consciousness	1,957	3,266	5,223
7457 Edmonds St	Trustees of Gordon Congregation of Presbyterian Church	2,234	3,727	5,961
7717 19th Ave	St. Alban the Martyr Anglican Church	2,026	3,382	5,408
8255 13th Ave	First Christian Reformed Church of New Westminster	1,996	3,330	5,326
8585 Armstrong Ave	Burnaby Alliance Church	1,166	1,945	3,111
8611 Armstrong Ave	Burnaby Alliance Church	2,395	3,997	6,392
7103 10th Ave	Tenth Avenue Bible Chapel	3,572	5,961	9,534
7925 10th Ave	BC Association of Seventh-day Adventist Church	1,721	2,872	4,593
7926 11th Ave	BC Association of Seventh-day Adventist Church	1,318	2,200	3,518
3410 Boundary Rd	CityLights Church	1,134	1,892	3,026
4830 Boundary Rd	Iglesia Evangelica Pentecostal Emanuel	4,052	6,761	10,813
140 Esmond Ave	Maktab Tarighat Oveyssi Shahmaghsoudi	1,008	1,682	2,690
3426 Smith Ave	Chinese Taoism Kuan-Kung Association In Canada	2,596	4,331	6,927
271 Ingleton Ave	Grace Christian Chapel	2,712	4,526	7,239
4950 Barker Cres	Garden Village Apostolic Church	1,095	1,827	2,922
4812 Willingdon Ave	Willingdon Church	8,947	14,930	23,878
5825 Nelson Ave	Nelson Avenue Community Church	5,390	8,994	14,385
6125 Nelson Ave	Governing Council of The Salvation Army In Canada	7,456	12,441	19,897
1410 Delta Ave	Brentwood Park Alliance Church	1,669	2,785	4,454
7175 Royal Oak Ave	Royal Oak Ministry Centre	3,290	5,491	8,781
7405 Royal Oak Ave	Parish of All Saints South Burnaby	1,756	2,930	4,686
6344 Sperling Ave	Emmaus Lutheran Church	1,352	2,257	,609
7485 Salisbury Ave	South Burnaby Church of Christ	2,262	3,774	6,036
7540 6th St	Westminster Bible Chapel	1,354	2,260	3,614
7195 Cariboo Rd	Salvation Army Cariboo Hill Temple	4,637	7,737	12,374
7200 Cariboo Rd	Cariboo Road Christian Fellowship Society	7,941	12,799	20,740
3891 Kingsway	International Full Gospel Fellowship	6,553	10,935	17,488
4502 CPR R/W	Confederation Park (portion) - Leased from Chevron Canada	3,500	5,841	9,341

		Actual Tax Exemption for 2020		
Civic Address	Organization	General Tax (\$)	School & Others (\$)	Total Tax (\$)
3877 Eton St	Burnaby Heights Park - leased from GVWD	3,293	5,495	8,787
104-4919 Hastings St	CPO - Brentwood (City of Burnaby)	5,994	2,477	8,470
178-9855 Austin Rd	CPO - Lougheed (City of Burnaby)	1,802	744	2,546
8301 Forest Grove Dr	Forest Grove Park - Leased from GVWD	12,557	20,954	33,512
7085 Burford St	Used for Landscaping Beautification - Leased from BC Hydro	532	888	1,420
7086 Burford St	Used for Landscaping Beautification - Leased from BC Hydro	265	442	707
7051 Halligan St	Used for Landscaping Beautification - Leased from BC Hydro	142	237	379
7061 Halligan St	Used for Landscaping Beautification - Leased from BC Hydro	189	315	504
6617 Salisbury Ave	Used for Landscaping Beautification - Leased from BC Hydro	143	239	383
6637 Salisbury Ave	Used for Landscaping Beautification - Leased from BC Hydro	200	334	535
6647 Salisbury Ave	Used for Landscaping Beautification - Leased from BC Hydro	219	366	586
6667 Salisbury Ave	Used for Landscaping Beautification - Leased from BC Hydro	281	469	750
6687 Salisbury Ave	Used for Landscaping Beautification - Leased from BC Hydro	306	511	817
2294 Douglas Rd	Progressive Housing Society	11,289	9,782	21,071
9181 University Cres	Richard Bolton Park - Leased from SFU	8,748	14,598	23,346
Highland Park	British Columbia Hydro and Power Authority	16,791	28,020	44,811
204-3993 Henning Dr	St. Leonard's Youth and Family Services Society	7,663	3,166	0,829
2702 Norland Ave	Burnaby Association for Community Inclusion	33,164	13,703	46,867
4543 Canada Way	United Way of the Lower Mainland	47,849	19,771	67,620
5289 Grimmer St	South Burnaby (BC/Yukon Command No. 83) - The Royal Canadian Legion	16,720	6,909	23,628
7181 Arcola Way	St. Leonard's Youth and Family Services Society	9,444	3,902	13,346
6688 Southoaks Cres	National Nikkei Heritage Centre Society	4,236	3,117	7,353
5024 Rumble St	Burnaby Neighbourhood House Society	5,112	2,112	7,224
518 S. Howard Ave	Boys' and Girls' Clubs of Greater Vancouver	18,130	7,491	25,621
1409 Sperling Ave	D S R F Down Syndrome Research Foundation	12,032	5,410	17,441
3400 Lake City Way	The Canadian Red Cross Society	28,744	11,877	40,621
7557 Sussex Ave	The Fairhaven United Church Homes	10,392	9,005	19,397
7451 Sussex Ave	St. Michaels Centre Hospital Society	35,354	30,636	65,990
Total		1,084,803	957,884	2,042,687

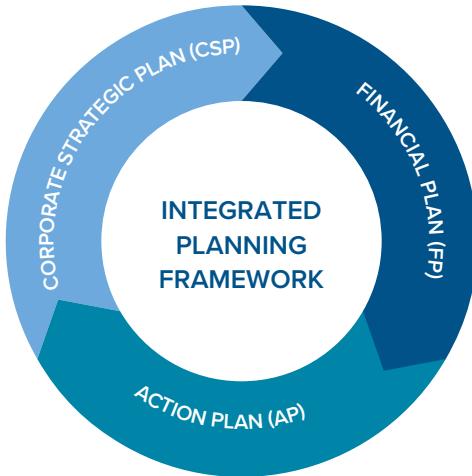
Appendix A

Integrated Planning Framework & Service Highlights

Integrated Planning Framework

The City of Burnaby utilizes an integrated planning framework as the foundation for coordinating and advancing activities in support of its overall vision.

The framework, comprised of three separate but complementary planning processes, results in a set of integrated plans that guide City actions and decisions. The Corporate Strategic Plan (CSP), the Financial Plan (FP) and the Action Plan (AP) establish the principles that drive the delivery of services, building on optimal strategies and activities to advance implementation of the overall vision and goals of the City.



Corporate Strategic Plan

The City of Burnaby's Vision is to be **A World-Class City Committed to Creating and Sustaining the Best Quality of Life for Our Entire Community**. In Burnaby, the path to achieving our vision rests on our core values as outlined in the Corporate Strategic Plan (CSP). The CSP is founded upon and guided by the goals that the City has established through a series of forward-thinking, long-term plans, including the Council-adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other city policies that establish the planning and resource context for our work.

Through the CSP, the City has articulated its core **Values of Community, Integrity, Respect, Innovation and Passion**. These values describe how we do our work, and are the principles that guide our actions and decisions.

Corporate Strategic Plan Key Results – 2020

The Corporate Strategic Plan outlines six key results areas or goals that describe the focus areas of our work, and help us prioritize our efforts and resources. For the 2020 Annual Municipal Report, departments have outlined their achievements in this appendix.



Legend - Lead Department Responsible for Initiatives

Though all departments work collaboratively to maximize efficient delivery of all City programs and initiatives, specific departments take a lead role. The following legend identifies lead departments for the 2020 accomplishments highlighted in this appendix.

BPL | Burnaby Public Library

C | City Clerk

CCM | Corporate Communications & Marketing

CS | Corporate Services

CSS | Citizen Support Services

E | Engineering Department

F | Finance Department

HR | Human Resources Department

IT | Information Technology Department

PB | Planning & Building Department

PRCS | Parks, Recreation & Cultural Services Department

PSCS | Public Safety & Community Services Administration

RCMP | RCMP Burnaby Detachment

Strategic Goal ①

A Safe Community

Our goal of a safe community is grounded in five key focus areas:

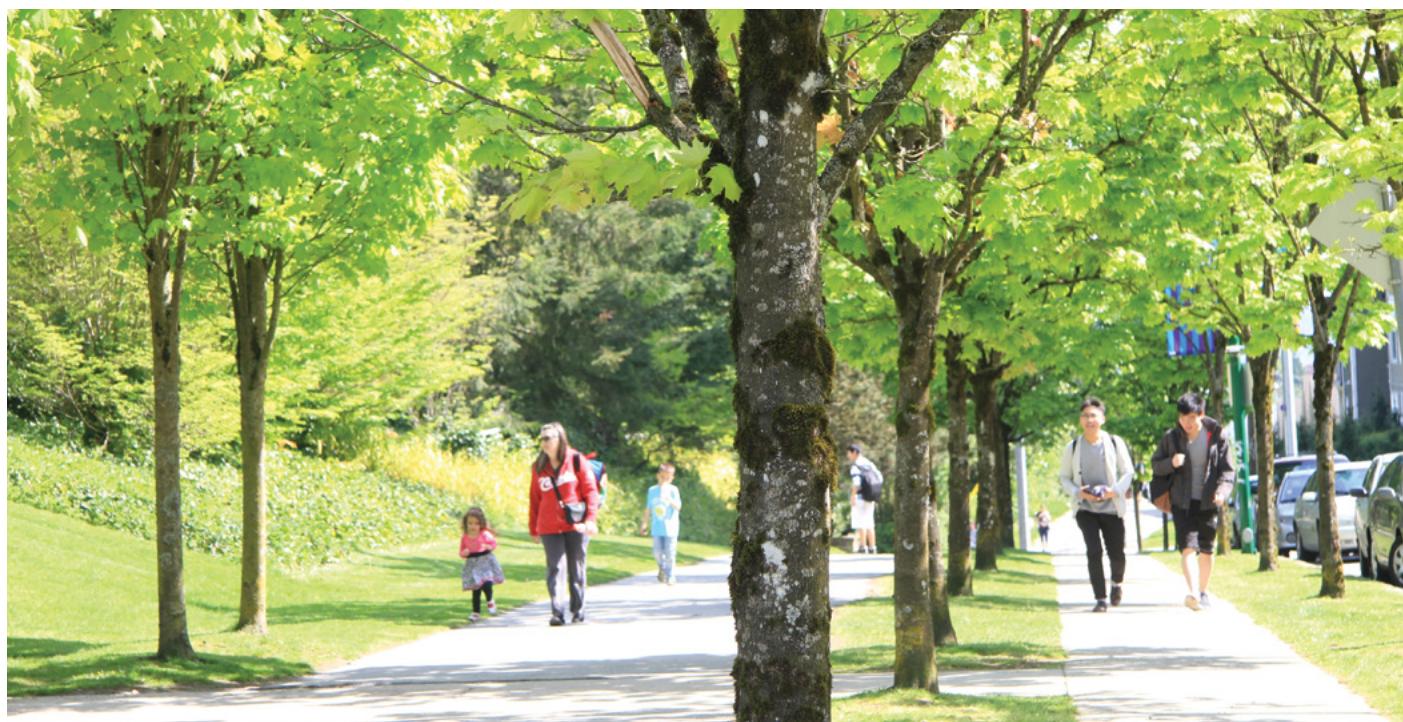
Crime Prevention and Reduction ➤ Ensure citizens and businesses feel safe in our community.

Emergency Preparedness ➤ Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services.

Emergency Services ➤ Provide responsive emergency services.

Transportation Safety ➤ Make city streets, pathways, trails and sidewalks safer.

Community Amenity Safety ➤ Maintain a high level of safety in City buildings and facilities for the public and City staff.



Crime Prevention and Reduction

Ensure citizens and businesses feel safe in our community.

2020 Achievements

» Crime Prevention/Victim Services

Burnaby RCMP Victim Service Unit (VSU) was one of two programs in the province that continued operations during COVID-19, responding to crisis calls. VSU implemented a COVID-19 screening process to ensure safety of not only themselves but clients as well. Additional safety measures included personal protective equipment, client screening, and not attending care homes, hospitals, etc. The VSU program had a 36% growth in the number of files from October 2019 to October 2020 over the prior year. (RCMP)

» Community Response Team Gang Enforcement Projects

Proactive gang enforcement throughout the year targeting those living high-risk lifestyles. (RCMP)

» Police Mental Health Outreach Team (PMHOT)

Attended approximately four homeless camps a week, often in partnership with staff from City of Burnaby Bylaws or Parks departments. Helped to remove potential hazards to community safety, and ensured that vulnerable residents were connected with services such as housing and other supports. Also conducted approximately 30+ home visits with the Mental Health Nurse. (RCMP)

» Bylaw and Parks Patrol Enforcement

Bylaw officers and Parks Patrol staff provided round-the-clock coverage, using an education-first approach to enforcement of bylaws and parking issues during the pandemic. Additional nightly patrols and public education were required to ensure no large gatherings were taking place in parks. Staff also provided enforcement of public health orders by responding to after-hours complaints and tips, and forwarding them to the RCMP. (PSCS, PRCS)

» Youth Services

Burnaby RCMP Youth Services adapted programming to ensure client and staff safety during the pandemic by offering counselling over the phone. This ensured clients' needs continued to be met at a time when mental health was being impacted by the COVID-19 pandemic. After developing new safety guidelines in partnership with WorkSafeBC, in-person counselling later resumed for clients in need of more thorough interventions. (RCMP)

» Bike Patrols

Burnaby RCMP Bike Section partnered with City Bylaws to patrol areas with higher-than-average rates of property crime, including areas where businesses had temporarily closed due to the pandemic. (RCMP)

Emergency Preparedness

Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services.

2020 Achievements

» Emergency Operations Centre

The City activated the Emergency Operations Centre to assist with managing the current COVID-19 pandemic in an effort to contribute to the overall safety of the community. (PSCS)

» COVID-19 Supply Chain

Procurement took a leading strategic role in assisting to keep staff, citizens and the community safe by successfully securing personal protective equipment (PPE) during a worldwide shortage. It was critical to secure PPE in order to keep staff safe while they performed their work to maintain City services. This included managing logistics issues as well as implementing key supply chain initiatives to ensure supply availability for the City's warming centres to support vulnerable residents. (F)

» COVID-19 Safety Plans

Developed, reviewed and implemented COVID-19 safety plans across the entire City of Burnaby organization, including all facilities. These safety plans met the standards set by the Provincial Health Orders and WorkSafeBC Guidelines. (HR)

» Fraser Foreshore Reach 8 Dike Project

This project improved flood protection at the Reach 8 Dike section along the Fraser River foreshore, and improved public access by providing an extensive paved path along the top of the foreshore dikes.

This project is located between Patterson Avenue (or Glenlyon Creek) and Byrne Road. (E)

» New Deer Lake Centre Generators

Two emergency generators more than 40 years old at the City Hall Complex (at Deer Lake 1 and 2 buildings) were replaced with natural gas generators. This upgrade will ensure the building's tenants, including the City's Emergency Operations Centre, have a reliable source of power in the event of an outage. (PSCS)



Emergency Services

Provide responsive emergency services.

2020 Achievements

» Warming Centres

Extended the warming centre program until June 30, 2020 as part of an agreement between the City and BC Housing, to offer overnight temporary beds that allowed for social distancing during the COVID-19 pandemic. In 2020, the warming centre team received a Community Leadership Award from BC Recreation and Parks Association. (PRCS)

» Nasal Naloxone Pilot Program

Initiated a Nasal Naloxone Pilot Program at eight City facilities (four recreation centres and four libraries) to combat the growing opioid overdose crisis. Occupational Health & Safety has trained staff to recognize and respond safely to an opioid overdose event, as the kits are located in publicly accessible areas. (PSCS, HR)



Naloxone Kit

Transportation Safety

Make City streets, pathways, trails and sidewalks safer.

2020 Achievements

» Commercial Vehicle Enforcement (CVE)

Burnaby RCMP conducted numerous Commercial Vehicle Enforcement operations, on some occasions jointly with other agencies and other times solely as a Burnaby Traffic Section initiative. In the first nine months of 2020, 659 commercial vehicles were inspected with 356 being deemed unsafe and removed from the roadways and 1,266 violations were identified. (**RCMP**)

» Distracted Driving Enforcement

Burnaby Traffic Section vigorously enforced distracted driving and conducted more than 30 distracted driving enforcement operations in 2020, some in collaboration with ICBC and neighbouring police agencies. (**RCMP**)

» Winter Operations

Public Works expanded its road maintenance work plan in winter 2019-2020 to incorporate the Major Road Network (MRN) winter maintenance in-house after being contracted for over 25 years. The City received positive feedback on the conditions of the MRN over the winter season compared to previous years. (**E**)

» Gilmore Diversion Urban Trail Project

This project connected the existing urban trail on the west side of Gilmore Avenue at Still Creek Drive to the urban trail on the west side of Gilmore Diversion at Dominion Street. A 580m long section of urban trail was constructed, including necessary upgrades to the pedestrian and cycling facilities, and transit stops. This new connection expands the network of urban trails in Burnaby and makes it easier for pedestrians and cyclists to safely reach their destination. (**E**)

» Sperling Stairs Project

The stairs along the Sperling Avenue right of way between Haszard Street and Deer Lake Drive was replaced and includes new landscaping, irrigation, bike channel and drainage improvements. (**E**)

» Traffic Safety Initiatives

Many traffic safety initiatives were implemented throughout Burnaby including: Rapid Rectangular Flashing Beacons (RRFB) at 11 pedestrian crosswalks; traffic circles along Victory Street at Waverley Avenue and at Frederick Avenue; full traffic signal at Government Street and Cardston Court; pedestrian signals at three intersections (Canada Way/Elwell Street, Lake City Way/Enterprise Street and Beresford Street/Gilley Avenue); traffic calming measures along Forest Grove Drive; curb bulges at Winston Street/Bainbridge Avenue, at Lougheed/Rosser Avenue and at Aubrey Street/Stratford Avenue; painted left-turn bays at eight intersections; green bike lane markings at high conflict areas; pedestrian median refuges at 16th Avenue/Cariboo Park and at Beresford Street/Antrim Avenue; speed reader boards at Lougheed/Gaglardi Way, Lougheed/Underhill Avenue and Inlet Drive/Bayview Drive. (**E**)



Community Amenity Safety

Maintain a high level of safety in City buildings and facilities for the public and City staff.

2020 Achievements

» City Hall Security

The City hired permanent staff as security officers at City Hall to enhance the overall safety of staff and visitors, and protect City property. Having security officers who are permanent staff will ensure they have ongoing knowledge and experience of City policies and operations. (**PSCS**)

» Surveillance Systems

The City has expanded and modernized its current surveillance systems with upgrades at City Hall and Burnaby Lake Sports Complex. This will reduce the risk of harm to residents, visitors and City employees. It will also protect against unauthorized access, and can activate an effective response to attempted or actual unauthorized access. (**PSCS**)

» COVID-19 Signage

More than 1,200 signs were installed in Burnaby parks in 2020. Messaging included reminders about physical distancing, directional information, and information about the open/closed status of park equipment and facilities. Signs were installed throughout all parks and trails systems. Tracking the number of signs and their locations was done by the GIS Tech department of PRCS, making it easier to update and replace signage as public health orders were updated. (**PRCS**)



Strategic Goal ②

A Safe Community

Our goal of a safe community is grounded in five key focus areas:

- | | |
|------------------------------|--|
| Digital Connection | » Provide online access to core City services and information. |
| Social Connection | » Enhance social connections throughout Burnaby. |
| Partnership | » Work collaboratively with businesses, educational institutions, associations, other communities and governments. |
| Geographic Connection | » Ensure that people can move easily through all areas of Burnaby, using any form of transportation. |



Digital Connection

Provide online access to core City services and information.

2020 Achievements

» Dog Licence Renewals Added to Burnaby.ca

Residents can now register their dogs and pay for dog licence renewals online through My Property Portal by credit card or through a financial institution. Each registered dog receives a City of Burnaby branded perpetual dog tag. A mobile dashboard was also made available to field staff to easily access dog account information. (**IT, PSCS**)

» More Volunteer Opportunities Through Burnaby.ca

As part of consolidating City volunteer opportunities through a single model, Burnaby Citizens' Crime Watch and the Burnaby Snow Angels program were added to the Volunteering Portal through Burnaby.ca. This enables citizens to apply for volunteer opportunities through one location, and also allows volunteer coordinators to manage online volunteer profiles including volunteer recruitment, scheduling and online training. (**IT**)

» More Property Owners Sign Up for E-Bill Notices

Property owners continued to sign up for e-bill delivery in place of paper, and the number of accounts is now more than 24,000 for property tax and 13,000 for utilities. Leveraging technology, customers benefit from receiving billing information earlier, and the City reduces paper and postage costs, and avoids any issues that can arise through traditional delivery methods. (**F**)

» EV Charging Stations Map

Updated Burnaby.ca to include a map showing the installed EV charging station locations throughout the city, in order to make it easier for residents to make the transition to zero emission vehicles. (**CS**)

» Online Programming for Burnaby Art Gallery & Burnaby Village Museum

Online programming was created for the Burnaby Art Gallery, in order to provide art access to the public despite the gallery's temporary closure. Developed 10 online art activities for families and teachers, hosted two youth art exhibitions virtually, and transitioned nine school programs into accessible and safe virtual or rental programs. Burnaby Village Museum successfully completed seven online webinar sessions, which covered a wide range of themes and hosted a diversity of guest speakers. (**PRCS**)

» Continued Council, Committee, Commission & Board Meetings

Council and Standing Committees meetings continued despite the pandemic, through an adapted meeting format that allowed the public to attend in person or via Zoom. (**C**)

» Online Permit System Transition

Eight engineering permits were opened up to the public for online viewing, application and payment through EnerGov CSS as the first step in a larger transition that will make it easier for residents and businesses to apply for and do business involving licences, inspections and permits. (**E**)

» Digital Record Preservation

Processed all of the records that were originally tallied at the launch of the digital preservation program in 2017. Using Archivematica, more than 8,900 files totalling 640GB have been converted to preservation formats and are now stored in secure remote and local network storage. This program will preserve meaningful access to the digital records over time. (**C**)

Social Connection

Enhance social connections throughout Burnaby.

2020 Achievements

» Warming Centre COVID-19 Modifications

Renovated and equipped three existing City temporary warming centres with the necessary physical protective improvements in order to operate and provide service to vulnerable populations during the pandemic. Improvements included temporary service counters, barriers and plexiglass screens to maintain staff and public safety. **(E)**

» Increased Outreach to Isolated Seniors

Expanded the Phone Buddy program, increasing outreach to isolated Burnaby seniors. In addition, staff also performed weekly 'Wellness Check-in Calls' with both clients and volunteers. As a result of these calls, clients were connected with additional services and/or resources when needed. **(CSS)**

» Summer Camps

Delivered seven weeks of children's summer camps services at six locations. This service supported community connections for over 550 children at a time when children and families were feeling a sense of isolation. **(PRCS)**



Partnership

Work collaboratively with businesses, educational institutions, associations, other communities and governments.

2020 Achievements

- » **Partnership with BC Housing to Develop Non-Market Housing**

Developed a Memorandum of Understanding with BC Housing to work together to develop non-market housing on six City-owned sites. Funding contributions have also been secured through the federal government to facilitate these partnership projects. **(PB)**

- » **City and School District Partnership to Create New Child Care Spaces**

Worked with the Burnaby School District to create new child care spaces on school sites throughout the community. The first child care centre to open through this partnership, the Montecito Children's Centre opened in September 2020. **(PB)**

- » **Sunshine Notes Project**

Partnered with the group Intentional Acts of Kindness and the Burnaby School District to create Sunshine Notes Project, with students writing letters and creating crafts/drawings/poems to send to seniors isolated as a result of COVID-19. **(CSS)**

- » **Christmas Basket Delivery**

Partnered with Parkland Refinery, CUPE 23, the Keith and Betty Beedie Foundation and Parc Properties to provide and deliver Christmas baskets to the Gadabouts clients this year in place of the annual seniors' Christmas luncheon. **(CSS)**

- » **UBC Asian Canadian & Asian Migration Studies Collaboration**

Burnaby Village Museum completed a third successful year of partnership with University of British Columbia's Asian Canadian and Asian Migration Studies. This partnership allowed the museum to host students, who worked in collaboration with the museum staff to develop a series of online resources connected to Burnaby's Chinese Canadian heritage and culture. **(PRCS)**

- » **Food Program**

Collaborated with the Greater Vancouver Food Bank and Burnaby's Food Hub to provide free food to vulnerable individuals that could not afford to pay for their groceries. **(CSS)**

- » **Better at Home**

Partnered with United Way Lower Mainland, Burnaby Community Services and MOSAIC to provide the Burnaby Better at Home services, which includes light housekeeping and transportation to medical appointments for seniors. MOSAIC assists seniors whose first language is not English. **(CSS)**

Geographic Connection

Ensure that people can move easily through all areas of Burnaby, using any form of transportation.

2020 Achievements

» Deer Lake Paving Project

Paved and conducted general street corridor improvements along Deer Lake Avenue, including construction of a new multi-use path along the south side of the street, a sidewalk along the north side of the street, raised crosswalks and new bus bays. This project improves traffic flow, accessibility and safety for all users. **(E)**

» Burnaby Transportation Plan

Completed public consultation on Phase 2 of the Burnaby Transportation Plan. Staff consulted with a wide range of stakeholders through a series of virtual meetings, and gathered feedback from the general public through a comprehensive survey designed to assess support for and input on the draft Targets, Big Moves, Policies and Networks. Preliminary consultation results showed a high level of support for the ideas outlined in Phase 2. **(PB)**

» Accessibility Upgrades

Added 98 new wheelchair ramps and 21 bus stop landing pads to help make Burnaby more accessible for people with disabilities. **(E)**

» Free Seniors Transportation

Provided rides to seniors for medical appointments free of charge during the pandemic. **(CSS)**

» Bus Priority Measures

Installed red bus queue jump lanes along Edmonds at Kingsway and at Canada Way. Painted left turn lanes were installed on Edmonds at Humphries, and a left turn signal was added to the signal at Griffiths and 18th Avenue to help increase bus speed and reliability. **(E)**



Strategic Goal ③

An Inclusive Community

Our goal of an inclusive community is grounded in four key focus areas:

**Celebrate
Diversity**



Create more opportunities for the community to celebrate diversity.

**Serve a Diverse
Community**



Ensure City services fully meet the needs of our dynamic community.

**Enhance City
Workforce
Diversity**



Support a diversified City workforce by identifying barriers and implementing proactive strategies.

**Create a Sense
of Community**



Provide opportunities that encourage and welcome all community members and create a sense of belonging.



Celebrate Diversity

Create more opportunities for the community to celebrate diversity.

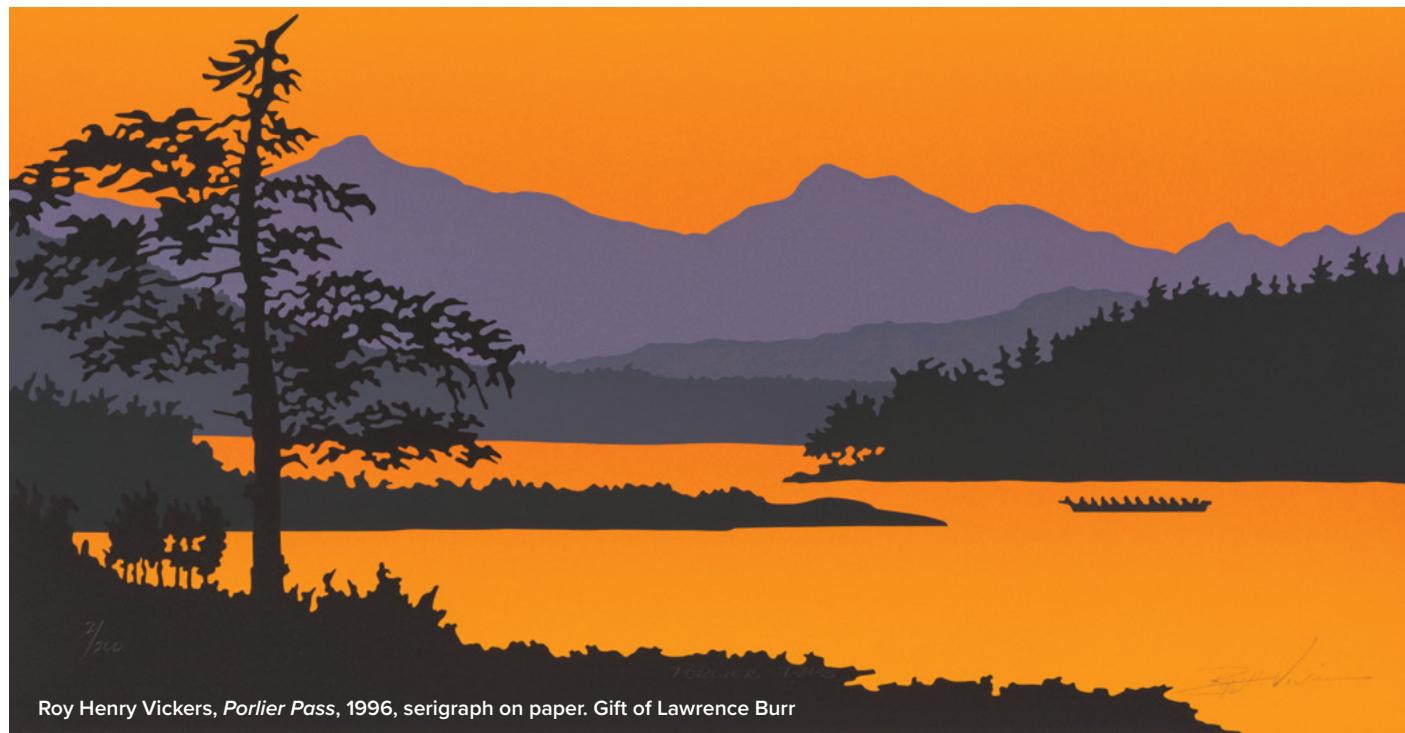
2020 Achievements

» You Won't Stand Alone Video

Produced a video of Mayor Mike Hurley and Councillor Joe Keithley performing Keithley's song "You Won't Stand Alone," featuring City of Burnaby locations and staff, and celebrating the strength and solidarity that comes from Burnaby's diversity. (CCM)

» Permanent Art Collection

Added over 300 artworks to the Permanent Art Collection at the Burnaby Art Gallery, including 160 works by Indigenous artists. The total value of all donated artworks in 2020 was close to \$250,000. (PRCS)



Roy Henry Vickers, *Porlier Pass, 1996*, serigraph on paper. Gift of Lawrence Burr

Serve a Diverse Community

Ensure City services fully meet the needs of our dynamic community.

2020 Achievements

» **Update of Equity Policy**

The City's Equity Policy, which was updated in 2020, guides all aspects of City operations. The updated policy has a renewed focus on supporting the most vulnerable members of our community and in celebrating diversity in all its forms. **(PB)**

» **Rental Use Zoning Policy**

Finalized the Rental Use Zoning Policy to help protect and increase the stock of purpose-built rental housing in Burnaby. In addition to incentivizing new market rental housing, the Rental Use Zoning Policy requires a minimum of 20% of new units to be rented at below-market rates, as well as the replacement of existing rental units lost through development. **(PB)**

» **Burnaby Village Museum Podcast Series Collaboration**

Developed a three-part podcast series and two educational videos about Chinese Canadian history and culture, in partnership with UBC students. The podcast covers market gardening, food distribution systems, Chinese herbalism and traditional Chinese medicine. This podcast series is a standalone resource, but also provides an interpretation that is connected to three locations in the Village. **(PRCS)**

» **Connected with Vulnerable Populations**

Worked with MOSAIC to assist with serving non-English speaking seniors, and connected vulnerable individuals to Fraser Health and other community organizations for additional assistance and resources. **(CSS)**

» **Temporary Burnaby Rent Bank**

Assisted Burnaby renters during the COVID-19 pandemic by creating a temporary Burnaby Rent Bank. The Rent Bank provided support to renters, particularly vulnerable renters with lower incomes, in maintaining their current housing and preventing homelessness. **(PB)**

» **Tenant Assistance Policy**

Finalized the Tenant Assistance Policy to require greater benefits to tenants impacted by redevelopment. The City also created a Renters Office to support tenants. **(PB)**

» **Eliminated Overdue Fines**

Eliminated overdue fines at the Burnaby Public Library, which disproportionately impacted vulnerable populations. **(BPL)**

Enhance City Workforce Diversity

Support a diversified City workforce by identifying barriers and implementing proactive strategies.

2020 Achievements

» Expanding Diversity & Inclusion Training & Resources

Continued to enhance employee awareness and education around equity, diversity and inclusion through a handbook for staff called Your Words Count: An Inclusive Language Guide, which brings attention to the importance of using language that is inclusive, respectful and helps build a supportive workplace where all our employees can contribute and thrive. Launched a series of workshops for first-level leaders designed to build effective communication skills related to diversity and inclusion. Staff were able to participate in experiential reconciliation workshops called Building Bridges through Understanding the Village, designed to improved cultural competency and improve relationships with our Indigenous communities. (**HR**)

» Gender Diversity Training

More than 170 Burnaby Public Library staff participated in gender diversity training. Staff learned about gender identity and pronouns, barriers faced by transgender people, and about concrete steps that staff can take to support transgender colleagues and patrons. (**BPL**)



The City of Burnaby is committed to celebrating its diversity

Create a Sense of Community

Provide opportunities that encourage and welcome all community members and create a sense of belonging.

2020 Achievements

- » **Mobilization of Pandemic Response Community Working Groups**

Collaborated with nine community-based working groups to support vulnerable populations and address specific issues related to the COVID-19 pandemic. Through the efforts of these working groups, food bank operations in Burnaby have been able to expand to meet acute community needs by serving approximately 3,200 Burnaby residents weekly. **(PB)**

- » **Sounds Like Summer**

Hosted 65 concerts throughout Burnaby, giving residents the opportunity to experience professional musicians in their neighbourhood safely, without gathering a crowd. **(PRCS)**



Sounds Like Summer

Strategic Goal ④

A Healthy Community

Our goal of a healthy community is grounded in four key focus areas:

Healthy Life



Encourage opportunities for healthy living and well-being.

Healthy Environment



Enhance our environmental health, resilience and sustainability.

Lifelong Learning



Improve upon and develop programs and services that enable ongoing learning.

Community Involvement



Encourage residents and businesses to give back to and invest in the community.



Healthy Life

Encourage opportunities for healthy living and well-being.

2020 Achievements

» Recreation Restart

Redesigned recreation programs and instituted COVID-19 safety plans to ensure residents could participate in activities at Burnaby's recreation facilities. All outdoor pools operated at capacity for the majority of time slots during the summer. **(PRCS)**

» Sports Courts Upgrades

Completed upgrades to the Keswick Park and Bonsor Park tennis courts. Added six pickleball courts to Keswick Park and resurfaced the six existing pickleball courts at Bonsor. Also, the sports court at Taylor Park was resurfaced, painted and fenced. These upgrades improve residents' access to recreational activities. **(PRCS)**

» Highway 1 Pedestrian Overpass

Completed the site investigation (including geotechnical, environmental assessments) and the preliminary conceptual design for a pedestrian overpass over Highway 1. The overpass will provide a safe north-south cycling and pedestrian link connecting the Burnaby Lake and Deer Lake areas, supporting healthy living and providing alternatives to driving. The new route will integrate into the existing Urban Trail System and the new Greenway as part of the Regional Greenway Strategy 2050. **(PB)**

» Mental Health in the Workplace

Launched a new Mental Health in the Workplace initiative for staff designed to increase awareness and knowledge about mental health issues, and to help remove the stigma associated with mental health in the workplace. Human Resources partnered with the Canadian Mental Health Association through their program Not Myself Today, which provides a variety of tools, resources and educational materials. **(HR)**

» Mental Wellness Check-in Calls

Provided weekly wellness check-in calls with seniors. Seniors that were particularly lonely and who had requested additional calls were matched with a regular volunteer who would call anywhere from once a day to once a week. **(CSS)**

» Food Sustainability

Enhanced the Shop by Phone program to provide service three days per week during the pandemic, and expanded to shopping from three different stores as opposed to one. Delivered over 400 meals every week to low income seniors in Burnaby. **(CSS)**

Healthy Environment

Enhance our environmental health, resilience and sustainability.

2020 Achievements

» Big Moves for Climate Action

To address the aggressive climate change reduction target, staff developed a framework and corresponding work plans. These work plans identify key Big Moves and their quick start items which outline the City's path toward achieving its carbon reduction targets. Working groups have been created and meet regularly to work on and discuss the progress of the items identified in our work plans. **(CS)**

» Creation of New Climate Action & Energy Division

Created a new Climate Action & Energy Division. This division will include teams focused on Climate Action & Energy, and Green Fleet & Equipment, and will have a significant role in leading the City's climate action. **(CS)**

» Invasive Species Treatment

Completed the first year of treatment of invasive plant species on street right-of-ways. This work builds upon the work completed in 2019 to inventory more than 30 different types of invasive plants. Manually removed six Early Detection Rapid Response (EDRR) species and three other species at approximately 500 different sites, and treated hundreds of sites for knotweed. **(E)**

» Burnaby Lake Weed Harvesting

The Weed Harvesting Program at Burnaby Lake continued to provide better access to the Burnaby Lake Rowing Course for rowers, canoeists and kayakers. Approximately 93 acres of weeds have been harvested using an aquatic weed harvester, which is designed specifically for inland watercourse management to cut and harvest invasive underwater weeds. The program not only removes excessive and unwanted vegetation from the lake but also allows for enhancement of the surrounding habitat. **(PRCS)**

» Combined Sewer Separation Boundary Road Project

Approximately 1.2 kilometres of combined sewer was separated to storm and sanitary sewer along Boundary Road between Oxford and Hastings streets. This combined sewer separation project is part of the City's ongoing infrastructure renewal program involving separation of combined sewer as required under the Liquid Waste Management Plan. Sewer separation minimizes volumes of combined sewer overflow to the environment and the amount of wastewater that needs to be treated resulting in better allocation of resources, lower energy use and reduced environmental impact. **(E)**

» Public Electric Vehicle (EV) Charging Stations

The City of Burnaby added 10 new EV charging stalls throughout the city to bring the city-wide total in 2020 to 24 stalls, making the transition for residents to zero-emissions vehicles easier and also helping the City achieve its Climate Action Targets. Staff were also successful in retaining a federal grant contribution in the amount of \$90,000 for the charging stalls. **(E, CS)**

» Soiled Mattress Recycling

Developed a program to consolidate soiled mattresses at the Eco-Centre for transport to a recycling facility in Hope. Previously, soiled mattresses were not recycled and were treated as waste at Metro Vancouver transfer stations and subject to Bylaw Violation Notices. **(E)**

» EV Charging Infrastructure – New Single & Multi-Family Parking Stalls

Introduced a requirement that EV level 2 charging infrastructure be included in all new single and multi-family parking stalls. This requirement represents another step towards the transition to zero-emission vehicles and reducing our carbon emissions. **(CS)**

Lifelong Learning

Improve upon and develop programs and services that enable ongoing learning.

2020 Achievements

» eBooks & eResources

Redirected \$400,000 of spending on library materials from print and other physical materials to eBooks and other materials to support changing needs during the pandemic. Demand for electronic resources continued to be high even as in-person library service resumed. (**BPL**)

» New Learning Management System Introduced

Deployed a new Learning Management System for City staff, enabling all staff to search for, register and complete learning and development offerings from the Human Resources and Information Technology departments. The system enhances HR Learning Services' and IT Training's ability to administer, manage and track learning programs. (**HR**)

Community Involvement

Encourage residents and businesses to give back to and invest in the community.

2020 Achievements

» Community Outreach

Provided public engagement for priority projects through the Your Voice portal on the City's website, including the Burnaby Transportation Plan, Urban Villages, new civic facilities and HOME: Burnaby Housing and Homelessness Strategy. Engagement involved use of a new enterprise-wide online survey tool and was enhanced through the use of a variety of other tools including social media, the City's eNews program as well as online and traditional media advertising. (**CCM**)

» Climate Action Communications

Enhanced public awareness of City's climate action work by developing an overarching branded message, 'This is Climate Action' to bring together all projects and initiatives that help enable the achievement of the City's goal to be carbon neutral by 2050. This includes creating a 'Quick Start Actions' web page where residents can easily find details about projects and initiatives driving the City's progress to becoming carbon neutral. (**CCM**)



Strategic Goal ⑤

A Dynamic Community

Our goal of a dynamic community is grounded in three key focus areas:

Economic Opportunity



Foster an environment that attracts new and supports existing jobs, businesses and industries.

Community Development



Manage change by balancing economic development with environmental protection and maintaining a sense of belonging.

City Facilities & Infrastructure



Build and maintain infrastructure that meets the needs of our growing community.



Economic Opportunity

Foster an environment that attracts new and supports existing jobs, businesses and industries.

2020 Achievements

» Active Sidewalks, Open Businesses

In response to COVID-19, the Burnaby Board of Trade formed a Business Recovery Task Force, which included representation by the Mayor and City staff. An important action identified by the City was to make permitting and licensing changes to allow businesses to use adjacent City space or extend into their own private property for restaurant seating, merchant displays or other uses to generate revenue. The result was the Active Sidewalks, Open Businesses Program, which has now been extended to October 2021. **(PB)**

» Response & Recovery Measures to Assist Construction & Development Industry

Enacted recovery measures to assist in keeping approved construction projects active during the pandemic. These City measures change when certain fees are due in order to reduce financial barriers to completing development applications in accordance with Council-adopted land use policy. The construction and development industry in Burnaby is a major contributor to our local economy providing jobs and services, and these measures helped to ensure construction continued throughout the COVID-19 pandemic. **(PB)**

Community Development

Manage change by balancing economic development with environmental protection and maintaining a sense of belonging.

2020 Achievements

» Short Term Rental Regulatory Framework

Adopted a regulatory and enforcement framework for Short Term Rentals in Burnaby, with the objectives of protecting long-term rental housing supply, maintaining and improving neighbourhood livability and stability, supporting economic opportunities and creating a regulatory program that is clear and inspires a high level of compliance. **(PB)**

» Bainbridge & Lochdale Urban Village Community Plans

Launched Phase One of public consultation to receive input on the new Bainbridge and Lochdale Urban Village community plans. The feedback received from Phase 1 will help establish the plan area boundaries, community plan vision, preliminary goals and land use framework that will guide the development of both community plans throughout Phases 2 and 3. **(PB)**

» Protection of the Alta Vista Reservoir Vent

Retained an artifact from the City's 1913 waterworks system during demolition of a decommissioned reservoir at Royal Oak Avenue and McKee Street. The decorative concrete column was temporarily removed from the site for its protection while the reservoir site was upgraded for use as a community playground. **(PB)**

City Facilities and Infrastructure

Build and maintain infrastructure that meets the needs of our growing community.

2020 Achievements

» **South Burnaby Arena**

Continued construction on the \$50 million twin-rinks facility at 10th Avenue and 18th Street. The majority of the offsite works, site servicing works, formwork, reinforcing steel and concrete work were completed in 2020. Started the public art procurement process with the anticipation of contracting an artist in early 2021. Completion of the arena project is scheduled for spring 2022. **(PB)**

» **Burnaby Village Museum Carousel Pavilion**

Constructed the Burnaby Village Carousel Pavilion adjacent to the Carousel building. The old open-air trellis and pergola — which had reached the end of their useful life — were demolished. The new covered mass-timber pavilion provides weather protection for the many patrons of the carousel, and also provides a covered outdoor area for events, larger community groups and private rental groups. **(PB)**

» **Washroom and Fieldhouse Rehabilitation Program**

Refurbished aging structures and improved amenities within park sites. Interior improvements included new flooring, washroom partitions, counters and sinks complete with water conservation fixtures. **(E)**

» **Bus Shelters**

Installed 15 bus shelters throughout Burnaby to make commuting by transit more comfortable. **(E)**

» **Infrastructure Investments**

In 2020, Burnaby replaced or rehabilitated:

- More than 3.5 kilometres of watermain
- More than 1.0 kilometre of combined sewer separation
- More than 8.5 lane kilometres of arterial pavement
- More than 5.0 lane kilometres of other pavement. **(E)**

» **Energy Management Program**

Upgraded existing lighting systems with LED technology in 29 civic buildings resulting in more than 400,000 kWh of annual power savings. **(E)**

» **Child Care Buildings**

Completed the construction of Montecito Child Care Facility and substantial completion of the Capitol Hill Child Care Facility with plans to be operational in early 2021. Each facility serves 25 preschool-age children. Started construction on the child care facility at Stride Avenue Park, which will serve 12 infants/toddlers and 25 preschool-age children. **(PB)**

Strategic Goal ⑥

A Thriving Organization

Our goal of a thriving organization is grounded in six key focus areas:

- Organizational Culture** ➤ Ensure that our core values are reflected in our policies, programs and service delivery.
- Financial Viability** ➤ Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets.
- Human Resources** ➤ Foster an environment for teamwork, efficiency and excellence to deliver customer service in alignment with our core values.
- Communication** ➤ Practice open and transparent communication among staff, Council and the community.
- Reliable Services, Technology & Information** ➤ Protect the integrity and security of City information, services and assets.
- Technology & Innovation** ➤ Support technology development and innovation to empower staff and to advance community objectives.



Organizational Culture

Ensure that our core values are reflected in our policies, programs and service delivery.

2020 Achievements

- » **Opening of Government-to-Government Relationships with First Nations**

Officially opened government-to-government relationships with local First Nations whose traditional unceded territory includes Burnaby. The City's relationship with the Tsleil-Waututh Nation is the most advanced, with an inaugural joint Council meeting occurring in November 2020. **(PB)**

- » **Volunteer Management Framework**

Worked with the Better Impact Volunteer Management Committee and developed a Volunteer Management Framework. This strategic plan will be used to create policy, standards and best practices, and to develop volunteer management training for City staff. **(CSS)**

Financial Viability

Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets.

2020 Achievements

- » **Direct Delivery**

Commenced direct delivery of recyclable materials to a central receiving facility in Richmond. This avoids the time and expense required to consolidate these materials at the Eco-Centre and transport to the receiving facility. **(E)**

- » **Canadian Award for Financial Reporting**

Awarded to the City of Burnaby by the Government Finance Officers Association of US & Canada (GFOA) for its Annual Financial Report for the year ended December 31, 2019. **(F)**

- » **Popular Annual Financial Reporting Award**

Awarded to the City of Burnaby by the GFOA for its Annual Financial Report Highlights for the year ended December 31, 2019. **(F)**

- » **Distinguished Budget Presentation Award**

Awarded to the City of Burnaby by the GFOA for its 2020-2024 Annual Financial Plan. **(F)**

Human Resources

Foster an environment for teamwork, efficiency and excellence to deliver customer service in alignment with our core values.

2020 Achievements

» **Shop by Phone**

Developed and implemented new procedures for the Shop by Phone program and Meal Delivery Program. Implemented new financial processes for the Shop by Phone program, and trained staff to take on new roles including reconciliation. (**CSS**)

Communication

Practice open and transparent communication among staff, Council and the community.

2020 Achievements

» **COVID-19 Communications**

Informed the public about the impacts of the COVID-19 on City operations and services through a dedicated website, signage, media relations, facility restart map and internal communications to staff. A COVID-19 Call Centre and dedicated email line was established to support residents with information and resources, and to support the work of the City's COVID-19 Action Team (CAT) in responding to public inquiries. (**CCM**)

» **Check-in Calls with Community**

Staff made check-in calls with Citizen Support Services' clients and volunteers to let them know what is happening with programs and services during the pandemic. (**CSS**)

Reliable Services, Technology and Information

Protect the integrity and security of City information, services and assets.

2020 Achievements

» IT Security

Implemented the following initiatives to keep the City's systems and data safe and secure:

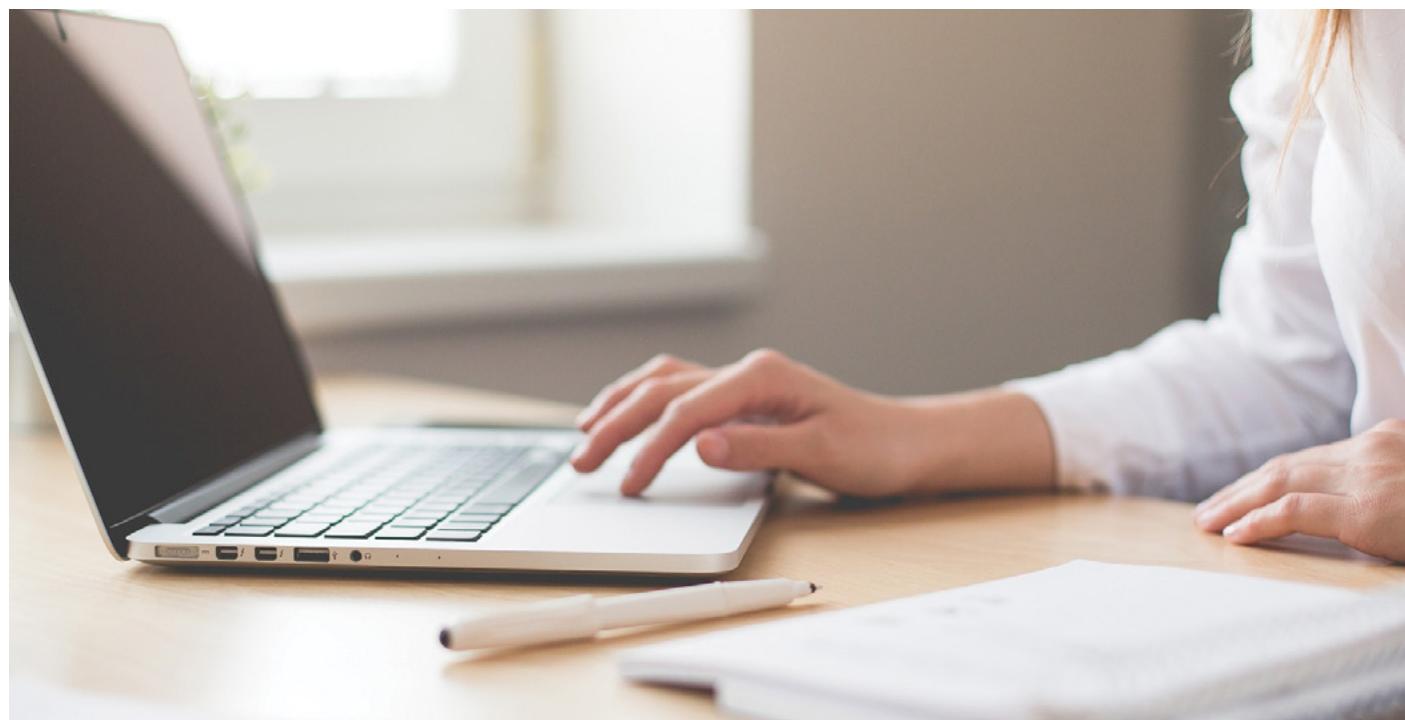
- Developed a Cyber Security Awareness Training Program to prevent an information breach or incident. (IT)
- Added Multifactor Authentication (MFA) when staff access the City's network (including email) from outside the City's network, to curtail the impacts of a potential password or data breach. (IT)
- Conducted analysis and gap remediation with respect to credit card processing and IT Security to keep the City compliant with the Payment Card Industry-Data Security Standards (PCI-DSS). (IT)
- Developed an automated process of applying security patches to increase the security of the IT infrastructure environment, greatly reducing the risk of the security breaches. (IT)

» Information Privacy & Security (IPS) Framework

Completed the Information Classification mechanism and Information Inventory register for all City departments, divisions and business processes, and the interim Incident Response Plan. These tools and resources will assist City staff in ensuring information collection, preparation, sharing, retention and disposal activities will follow the information classification mechanism. The interim Incident Response Plan will assist the City in conducting triage and diagnostics of potential information privacy breaches and/or information security breaches. (F)

» Materials Forecasting Planning Tool

Added forecasting functionality to the City's inventory system. A new Forecast-Based Planning tool assisted with the management of COVID-19 related supplies planning, and can also be used for other inventoried items. Forecasting reports provide better data for planning purposes to minimize the risk of unavailable inventory situations. (F)



Technology and Innovation

Support technology development and innovation to empower staff and to advance community.

2020 Achievements

» **Online Crime Reporting**

Launched Online Crime Reporting in June. Citizens with a valid email address can report crimes that occurred in Burnaby where there is no suspect or witness and follow up by a police officer is not required. In addition to providing a more convenient way for residents to make a report, this new tool allows call takers and frontline personnel to focus on higher priority calls. **(RCMP)**

» **Connecting the Community**

Provided laptops and mobile Wi-Fi hotspots at key community locations during the pandemic so that citizens without access to devices and the Internet could go online to apply for benefits and jobs, and connect with friends and family. **(BPL)**

» **Drone Work**

Continued providing drone education, and are working towards being able to complete projects without any assistance from a third party. Having staff with their individual advanced pilot license will provide more flexibility and accessibility in regards to being allowed to be closer to pedestrians while doing the imagery. **(E)**



Drone on landing pad

