



**CITY OF RICHMOND**

**REPORT TO COMMITTEE**

**TO:** Community Safety Committee  
**FROM:** Shawn Issel  
Manager, Divisional Programs

**DATE:** April 17, 2001  
**FILE:** -

**RE: Community Safety Division 2001 Workplan**

---

**STAFF RECOMMENDATION**

That the Community Safety Division 2001 Workplan be received for information.

Shawn Issel  
Manager, Divisional Programs

Att.

|  |
|--|
| <b>FOR ORIGINATING DIVISION USE ONLY</b> |
| <b>CONCURRENCE OF GENERAL MANAGER</b>    |
|  |

## STAFF REPORT

### ORIGIN

This report to Committee provides an overview of the Community Safety Division's workplan for 2001.

### ANALYSIS

Council identified public safety as their highest priority in the Council Term Goals. The Community Safety Division was formed in February, 2001, as a direct result of Council's commitment to provide a more integrated approach to public safety. The development of the Community Safety Division 2001 Workplan is an extension of this approach.

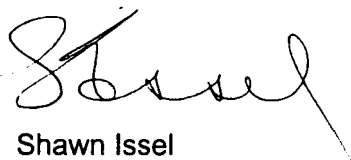
The Community Safety Division consists of Community Bylaws, Emergency and Environmental Programs, Fire/Rescue and the RCMP under the direction of a General Manager. The Division's 2001 Workplan (Att. 1) is structured to include overall objectives for the Division and departmental objectives for each of the four areas. The workplan is not intended to be a comprehensive document which includes all the objectives for each department. Its purpose is to provide a 'road map' for the division which identifies high priority areas for action, thereby ensuring a more efficient and coordinated delivery of public safety services to the community.

### FINANCIAL IMPACT

n/a

### CONCLUSION

The Community Safety Division 2001 Workplan is the first step to developing a more integrated approach to public safety for the community. It is the intention of the General Manager to provide regular updates to the Community Safety Division on the progress of the 2001 Workplan.



Shawn Issel  
Manager, Divisional Programs

SI:si



**CITY OF RICHMOND**

# **COMMUNITY SAFETY DIVISION**

**Community Bylaws  
Emergency and Environmental Programs  
Fire-Rescue  
Police**

31

## **WORK PLAN - 2001**

**(April 18, 2001)  
Active, Awaiting, and Completed Lists**

## COMMUNITY SAFETY

|    | Active Tasks   | Staff Responsible | Target Completion |
|----|--|-------------------|-------------------|
| 1. | <b>Develop statistical analysis/reporting format</b> <ul style="list-style-type: none"> <li>- input from each department in division</li> <li>- input from Advisory Committee on Policing</li> <li>- statistics available from Stats-Canada</li> <li>- corporate complaint program to include non-emergency complaints of all Departments (include in statistics review)</li> </ul>  | Tokarczyk/Issel   | Sept/01           |
| 2. | <b>Establish mandate of Community Safety Division</b> <ul style="list-style-type: none"> <li>- research worldwide models for delivery of public safety services</li> </ul>   | Gale/Issel        | June/01           |
| 3. | <b>Develop a Community Safety Communications Strategy</b> <ul style="list-style-type: none"> <li>- Develop a process for community consultation                             <ul style="list-style-type: none"> <li>- input on an ongoing basis</li> <li>- which can be measured over time</li> <li>- broad communication, not interest group based</li> </ul> </li> </ul> <p>Note: (Council res Nov 14,/00 - the Community Safety Division under the direct leadership of the General Manager of Community Safety develop a plan which includes a City vision, strategies and action plan to direct the future delivery of community safety services in Richmond (Division to provide direction to RCMP)</p> | Townsend/Issel    | Nov/01            |
| 4. | <b>Investigate possibility of risk management issues for City property/infrastructure</b> <ul style="list-style-type: none"> <li>- associated with major incidents, i.e. Knight Street Bridge damage</li> </ul>  | Bycraft           | Nov/01            |
| 5. | <b>Establish framework for Division performance measurement</b>  | Issel             | Nov/01            |
| 6. | <b>Develop Divisional Budget format</b>  | Mack              | May/01            |
| 7. | <b>Create Divisional Org. Chart, including links to Advisory Groups, Volunteer groups</b>  | Portman           | May/01            |

32

## COMMUNITY BYLAWS

### BYLAWS

|    | Active Tasks  | Staff Responsible              | Target Completion                         |
|----|---|--------------------------------|---|
| 1. | <p><b>City Beautification</b></p> <p>Pursue a number of beautification initiatives (based on Council direction) that include: removal of abandoned buildings; unsightly vegetation removal process with Parks and Land Departments; Boulevard Maintenance program introduction.</p>                             | Lang / Wilson \ Graham         | Sept 2001                                 |
| 2. | <p><b>Towing Regulations</b></p> <p>Complete discussions with the towing community on amendments to the towing from private parking lot and definition bylaw provisions; and pursue the de-regulation by the City for the setting of tow rates.</p>   | Lang / Sejberg                 | April 2001                                |
| 3. | <p><b>Graffiti Removal - Private Property</b></p> <p>Complete the graffiti removal from private property document and introduce the proactive enforcement. Continue to work with the graffiti team to address both public and private graffiti removal strategy and actions.</p>                                | Lang                           | April 2001 – Private<br>tba 2001 - Public |
| 4. | <p><b>Agricultural Viability Study Enforcement Issues</b></p> <p>Implement any recommendations (endorsed by Council) relating to the Agricultural Viability Study - ie. issuance of soil permits into our processes and report templates; church envelope encroachment; agricultural land disease (weeds?).</p> | Lang                           | Oct 2001                                  |
| 5. | <p><b>Sign Bylaw Enforcement</b></p> <p>Determine the status of the proposed new sign bylaw and develop an appropriate enforcement strategy in conjunction with the Zoning Department.</p>  | Lang \ Graham \ Christopherson | Nov 2001                                  |

99

**PARKING**

|    | <b>Active Tasks</b>  | <b>Staff Responsible</b> | <b>Target Completion</b> |
|----|--|--------------------------|--------------------------|
| 1. | <p><b>School Zone Enforcement</b></p> <p>Work with the School Board, RCMP, and Transportation Department to review the current enforcement program looking for opportunities to improve the results.</p>   | Tokarczyk/Howie          | Sept 2001                |
| 2. | <p><b>Information Security Policy</b></p> <p>Develop a policy regarding the access and dissemination of sensitive information from ICBC, CPIC, Park Smart systems.</p>   | Howie                    | March 2001               |
| 3. | <p><b>Enforcement of On/Off Street Public Timed Parking &amp; Private Handicapped Stalls</b></p> <p>Work with the Law Department and Richmond Committee on Disability to identify a program and appropriate bylaws (based on Council's direction). Explore a private/public partnership for the enforcement of timed on/off street parking enforcement of City streets, facilities, or lands. Tied to Council's Goals #5 (36 and 39)</p> | Tokarczyk/Howie          | Dec 2001                 |
| 4. | <p><b>Enforcement of Overweight Vehicle and Commercial Decals</b></p> <p>Work with the RCMP, Transportation Department, and Provincial Weights &amp; Measures to develop a strategy for addressing overweight vehicle movements on City Roads (based on Council's direction). Look at coordinating the overweight and Provincial decals requirements into one enforcement program. Tied to Council's Goals #5 (36).</p>                  | Tokarczyk/Howie          | Dec 2001                 |
| 5. | <p><b>Construction Zone Permit Enforcement</b></p> <p>Review the permit, education, and enforcement processes with the Transportation Department to obtain better results.</p>   | Howie                    | August 2001              |

34



|    | <b>Active Tasks</b>   | <b>Staff Responsible</b> | <b>Target Completion</b> |
|----|---|--------------------------|--------------------------|
| 5. | <b>Completion of the water and sewer rate review</b><br><br>This is an on-going project. This phase will look at the options, advantages and disadvantages, etc. of phasing out rate subsidies in these areas and creating transparency in these rates. | Bycraft                  | October, 2001            |



## FIRE-RESCUE

|    | Active Tasks  | Staff Responsible   | Target Completion  |
|----|---|---------------------|--|
| 1. | <b>YVR working relationships and ultimate contract signing</b> <ul style="list-style-type: none"> <li>• address operational issues</li> <li>• create new lines of communication</li> <li>• open new Deputy Fire Chief Office at Hall #8</li> <li>• look for improved response capabilities for Airport responses</li> <li>• Complete stable staffing arrangements</li> <li>• continue to improve billing arrangements to maximize revenues</li> </ul> | Gale/Scorgie        | to be determined<br>ongoing<br>ongoing<br>complete<br>ongoing<br>complete<br>ongoing |
| 2. | <b>E-Comm Project</b> <ul style="list-style-type: none"> <li>• continue to be involved in various working and administrative committees to support project</li> <li>• integrate new Jaguar radios when available</li> <li>• finalize fair billing</li> <li>• improve dispatching procedures to minimize present risks and to improve communications with YVR Tower and Operations</li> </ul>  | Hancock/<br>Scorgie | ongoing<br>ongoing<br>complete<br>complete   |
| 3. | <b>Fire Hall Location and Resource Allocation Project</b> <ul style="list-style-type: none"> <li>• present Module 2 to Workshop of Council</li> <li>• finalize Module 3 and related recommendations</li> <li>• identify budget strategies including possibility of Referendum</li> <li>• prepare report in Implementation strategies</li> </ul>   | Hancock/Issel       |  |

37

|    | <b>Active Tasks</b>  | <b>Staff Responsible</b> | <b>Target Completion</b> |
|----|--|--------------------------|--------------------------|
| 4. | <b>Sea Island Training Facility</b> <ul style="list-style-type: none"> <li>• report to Committee on Feb. 19, 2001</li> <li>• negotiate partnership agreements with Coast Guard and possibly YVR</li> <li>• secure capital funding for physical plant</li> <li>• prepare project time line and implement</li> </ul> | Hancock/Gale             | to be determined         |
| 5. | <b>Develop Community Programs Section</b> <ul style="list-style-type: none"> <li>• link with Division focus</li> </ul>   | Stevens                  | to be determined         |

## RCMP

|    | Active Tasks  | Staff Responsible | Target Completion                |
|----|---|-------------------|----------------------------------|
| 1. | <b>Develop a Letter of Understanding for RCMP</b><br>- draft letter of understanding  | Gale              | May 15/01                        |
| 2. | <b>Hire new Police Chief</b>  | Gale              | June/01                          |
| 3. | <b>Establish Policing Priorities for the Community:</b> <ul style="list-style-type: none"> <li>▪ RCMP team have identified the following as priorities:                             <ul style="list-style-type: none"> <li>▪ violent crimes (include gang issues, marijuana grow ops, and recent gangland homicides in public places),</li> <li>▪ traffic safety in terms of the costs to the community of serious collisions (injury and fatal MVAs).</li> </ul> </li> <li>▪ The public/community has not been surveyed since 1998 about what they see as policing priorities or public safety issues. Are our policing priorities in the right places?</li> </ul> | Gale/Speevak      | June/01                          |
| 4. | <b>Minimum Policing Standards</b> <ul style="list-style-type: none"> <li>▪ investigate standard levels of policing based on police/population ratio</li> <li>▪ develop rationale for establishing minimum police standards</li> <li>▪ draft report to Community Safety Committee (linked to Letter of Understanding)</li> </ul>   | Speevak           | to be determined<br><br>June/01  |
| 5. | <b>Personnel Management</b> <ul style="list-style-type: none"> <li>▪ the high turnover has implied a continuing loss of police experience and local knowledge (monthly report)</li> </ul>   | Speevak           | ongoing                          |
| 6. | <b>Public Safety Building Plan</b><br>- meeting to discuss draft report   | Gale/Speevak      | to be determined<br><br>April/01 |

63

|     | <b>Active Tasks</b>   | <b>Staff Responsible</b> | <b>Target Completion</b>       |
|-----|---|--------------------------|--------------------------------|
| 7.  | <p><b>Evaluate current community policing program</b></p> <ul style="list-style-type: none"> <li>• the role of community police stations.</li> <li>• The visibility and accessibility of police in the community</li> <li>• the location of a community police station in East Richmond, etc.</li> <li>• the East Richmond/Hamilton community policing issue</li> <li>• the awareness and presence of community police stations in the community</li> </ul>   | Gale                     | to be determined               |
| 8.  | <p><b>Investigate the possibility of more flexible shift schedules for some RCMP services</b></p> <ul style="list-style-type: none"> <li>- report to General Manager</li> </ul>   | Speevak                  | Sept/01                        |
| 9.  | <p><b>Develop an agreement for Auxiliary Policing</b></p> <ul style="list-style-type: none"> <li>- work with RCMP and Attorney General's Office</li> <li>- incrementally reinstate the Auxiliary Constable Program</li> <li>- \$20K from Casino Revenue for funding</li> </ul>  | Gale                     | June/01                        |
| 10. | <p><b>Discussion Paper to Committee on Citizens' Advisory Committee on Policing</b></p> <ul style="list-style-type: none"> <li>- refer to BC Police Act re: advisory committees on Policing</li> </ul>  | Gale/Issel               | to be determined               |
| 11. | <p><b>Technical Resources – Information Technology</b></p> <ul style="list-style-type: none"> <li>- The Detachment has not kept up with our informatics resource needs. The detachment is embarking a major new digital communications and records keeping systems, yet current complement of human resources and skill levels cannot meet existing needs. Technology advances and demands upon police are outstripping our ability to meet these challenges.</li> <li>- report to General Manager</li> </ul> | Speevak                  | to be determined<br><br>Oct/01 |

**Note: A Workplan outlining projects of the Richmond's Citizens' Advisory Committee on Policing can be located in docs 279638**

# Parking Lot Items

Community Bylaws  
Emergency and Environmental Programs  
Fire-Rescue  
Police

41

## COMMUNITY SAFETY

| Parking Lot |   |            |  |
|-------------|---|------------|--|
| 1.          | <b>Develop a Partnership Program, possible partners:</b> <ul style="list-style-type: none"> <li>- School District</li> <li>- business community</li> <li>- youth groups</li> <li>- Advisory Committee on the Disabled</li> </ul>  |            |  |
| 2.          | <b>Develop an initiative to involve youth in community safety</b>   |            |  |
| 3.          | <b>Develop long term Community Safety Plan</b>  | Gale/Issel |  |
| 4.          | <b>Review of Mayor's Taskforce on Drugs &amp; Crime Report</b>  | Gale       |  |
| 5.          | <b>Develop a plan for a coordinated interagency approach to address crime issues – including City departments, health, and other outside agencies.</b><br><br>(Mayor's Task Force on Drugs and Crime is underway with interagency representation. Interim report received by General Purposes Committee in October 2000, outlining the emerging "5 Pillar Strategy". Details of one-year workplan to implement the crime and drug strategy are currently being developed) | Gale       |  |
|             |   |            |  |

42

## COMMUNITY BYLAWS

### BYLAWS

| Parking Lot |  |  |  |
|-------------|--|--|--|
| 1.          | <b>Revenue</b> Review the process for tracking and collecting outstanding Municipal Tickets or Court fines.  |  |  |
| 2.          | <b>Bylaw Program Services</b> Create a Community Bylaw Program document for use in orientation to services for staff and program buy in from CAO/GM's and Council. Prepare an article on the parking staff for the Applause newsletter – promote positive staff service delivery and community link. Promote ride along program. |  |  |
| 3.          | <b>Community Information Kiosks</b> Explore the ideas of “community information kiosks” with Parks in order to provide a venue “other than telephone poles, parks, etc.) for community notices. This should meet the Charter of Rights – Freedom of Expression ruling.   |  |  |
| 4.          | <b>Mediation</b> Explore the concept of providing mediation services for neighbours (bylaw or other circumstances) in conflict through Recreation and Cultural Service programs (Sense of Community program).  |  |  |
| 5.          | <b>Bylaw Court</b> Explore the issues and opportunities for the introduction of a bylaw court in Richmond (UBCM).  |  |  |

### PARKING

| Parking Lot |   |                 |  |
|-------------|---|-----------------|--|
| 1.          | <b>Handheld Data Storage &amp; Off-Site Retrieval</b> Explore concept of uploading data on hand held for: multiple unpaid ticket holders; warnings given.   | Tokarczyk/Howie |  |
| 2.          | <b>Customer Program Participation</b> Develop a strategy to effectively communicate with our two key customers – RCMP and Transportation Department. Find a venue for program issues (other than the Traffic Safety Advisory Committee) and feedback from the patrollers. |                 |  |
| 3.          | <b>Parking Inventory</b> Prepare maps for each of the City's off-street parking lots and signage for easy access and review. Compile a map showing all of the on-street timed parking areas.  | Howie           |  |

43

|    |   |  |  |
|----|---|--|--|
| 4. | <b>Auto Process / Auto Issue Hardware/Software</b> Review any outstanding issues (input or output) resulting from the transfer to the new ticket management and issuance system (Park Smart).   |  |  |
| 5. | <b>Public Events</b> Develop a mechanism (in conjunction with Parks Dept. and others) where major public events are identified, along with a contact so that enforcement service expectations can be discussed and met.   |  |  |
| 6. | <b>Statistics</b> Work with the RCMP to access the parking group's monthly parking complaint statistics. Develop a process for data analysis and problem resolution.  |  |  |
| 7. | <b>Bus Zones – No Stopping Enforcement</b> Review the Rapid Bus corridor enforcement with RCMP, Transit, and Transportation. Look into developing a partnership with the Steveston Community Police volunteers (pilot project) for an education based program. Review effectiveness of pilot project. |  |  |
| 8. | <b>Loading Zones</b> Discuss options with parking staff and develop approach to enforcement of these provisions (in conjunction with the overweight and commercial decal program?).   |  |  |
| 9. | <b>Blocked Lanes</b> Review the service request to address lane blockages for the recycling and garbage crews. If appropriate, develop a process and service expectations with Sanitation and Recycling section.  |  |  |

44



**EMERGENCY AND ENVIRONMENTAL PROGRAMS**

| <b>Parking Lot</b> |                             |         |           |
|--------------------|-----------------------------|---------|-----------|
| 1.                 | Flood Management Plan       | Bycraft | 2002/2003 |
| 2.                 | Evacuation Plan             | Bycraft | 2002/2003 |
| 3.                 | Disaster Debris Plan        | Bycraft | 2002/2003 |
| 4.                 | Economic Recovery Plan      | Bycraft | 2002/2003 |
| 5.                 | Departmental Emergency Plan | Bycraft | 2002/2003 |
| 6.                 | Economic Recovery Plan      | Bycraft | 2003/2004 |

14  
07

## FIRE-RESCUE

| Parking Lot |   |  |  |
|-------------|---|--|--|
| 1.          | Collective bargaining – particularly clothing issue |  |  |
| 2.          | Issues from Operational Action Plan                 |  |  |
| 3.          | Training Program                                    |  |  |

# RCMP

| Parking Lot |   |              |  |
|-------------|---|--------------|--|
| 1.          | Review of the RCMP contract by Council for the 2012 renewal                               | Gale         |  |
| 2.          | Develop a strategy to deal with inter-jurisdictional crime related to the use of Transit. | Speevak      |  |
| 3.          | Community Policing Model  | Gale/Speevak |  |
| 4.          | Prepare a report on how Casino funding can be used in regards to policing for 2002 budget | Gale         |  |

47

## Completed Items

**Community Bylaws**  
**Emergency and Environmental Programs**  
**Fire-Rescue**  
**Police**

|    | <b>Tasks</b>  | <b>Staff Responsible</b> |          |
|----|---|--------------------------|----------|
| 1. | <b>Develop 2001 Work Plan for Division</b><br>- Hold a workshop for division managers   | Gale/Issel               | Complete |
| 2. | <b>Prepare for implementation of Community Safety Committee</b><br>- meet with Chair of Committee<br>- Tour of Public Safety Building, Fire Halls and EOC for committee members | Gale/Issel               | Complete |

49