



## Community Safety Committee

Date: Tuesday, April 9<sup>th</sup>, 2002  
Place: Anderson Room  
Richmond City Hall  
Present: Councillor Linda Barnes, Chair  
Councillor Bill McNulty, Vice-Chair  
Councillor Evelina Halsey-Brandt  
Councillor Sue Halsey-Brandt  
Councillor Rob Howard  
Absent: Councillor Harold Steves  
Call to Order: The Chair called the meeting to order at 4:00 p.m.

### MINUTES

1. It was moved and seconded  
*That the minutes of the meeting of the Community Safety Committee held on Tuesday, March 12<sup>th</sup>, 2002, be adopted as circulated.*

**CARRIED**

### NEXT COMMITTEE MEETING DATE

2. The next meeting of the Committee will be held on *Tuesday, May 14<sup>th</sup>, 2002* at 4:00 p.m. in the Anderson Room.

### CHIEF ADMINISTRATIVE OFFICER

3. **NEIGHBOURHOOD SERVICES – HOME SAFE PROGRAM**  
(Report: Apr. 3/02, File No.: 0103-40-CV1B1) (REDMS No. 678715)

The Manager, Policy & Research, Lauren Melville, accompanied by Manager, Human Resources, Gail Tremeer and Area Coordinator Denise Tambellini, briefly reviewed the report, and material circulated, with the Committee. (A copy of the material circulated is on file in the City Clerk's Office.)

# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

Gail Tremeer and Denise Tambellini then reviewed the process undertaken to prepare the program, which would (i) connect staff with the community, (ii) provide a pro-active approach to service delivery, and (iii) help to build a more attractive and safer neighbourhood. They noted that many departments had been involved in the preparation of the program which comprised five categories which would be offered initially: Emergency Preparedness; Home Safe; Fire Safety; Youth Safety and Building Safety, and these categories were each reviewed.

Also reviewed by staff was the manner in which the program would be introduced to the first neighbourhood chosen as a pilot site, which involved on-duty Fire and Police officers and City staff introducing themselves to residents to advertise and promote the first community meeting to be held. A fire truck and/or police car could be in attendance as an enticement to draw people from their homes; boards would be displayed to promote a 'menu of services' and would provide opportunities for people to interact with each other. As well, a City staff member would be in attendance to act as a facilitator between the City and the local neighbourhood on issues which arose which were not on the 'menu of services'. Advice was given that following the conclusion of the meeting, an evaluation and debriefing process would be initiated and adaptations made before the program was submitted to the next pilot area.

Discussion then ensued among Committee members and staff on the proposed program, during which the following information and comments were provided:

- the program would be presented to each of the three selected neighbourhoods on the basis of one area every three to four weeks
- a press release should be announced prior to people entering a selected neighbourhood, otherwise residents may be reluctant to attend the community meeting; as well, notices could be sent home with students
- a neighbourhood would comprise the residents of approximately 20 homes; the actual attendance numbers of residents who attended the community meeting would be reported to the Committee at a future meeting
- staff had endeavoured to organize the Home Safe Program in such a way that it would not impact on other organized programs such as Blockwatch; staff would be informing area residents about Blockwatch as part of the Home Safe Program but would not organize the Blockwatch program in the neighbourhood
- the issue of the 'Building Safety' component and whether residents would be concerned that the program might be seen a ploy to get inspectors into homes to look for building violations should be addressed

# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

- the Home Safe Program offered an opportunity for auxiliary police officers to be involved
- with respect to the 'Fire Safety' component, on-duty fire crews would be delivering the program and would be instructed in what to do if that program was selected
- Community Safety Division staff would be working with staff in the Building Department on the selection of an appropriate time to attend community meetings
- the Home Safe program would function within existing budgets.

During the discussion staff were asked to provide information on all costs relating to the initiation of the pilot project, including (i) preparation of the material to be circulated as part of the Home Safe Program, and (ii) the provision of staff resources to the community meetings, as it was felt that these costs required analysis.

Also during the discussion, staff were congratulated on the preparation of an excellent program.

It was moved and seconded

*That the report (dated April 3<sup>rd</sup>, 2002, from the Manager, Policy & Research), regarding Neighbourhood Services – Home Safe Program, be received for information.*

**CARRIED**

## COMMUNITY SAFETY DIVISION

### 4. FCM MUNICIPAL DRUG STRATEGY UPDATE

(Report: Mar. 25/02, File No.: 3000-09) (REDMS No. 670881)

The Manager, Divisional Programs, Shawn Issel, accompanied by Corporal Davis Wendell, indicated that they were available to answer any questions which the Committee might have.

Discussion then ensued among Committee members and staff on:

- the proposal to hire a graduate student in the appropriate area of study
- funding of the project
- the previous needs assessment study
- the changes currently being made in the provision of health care
- the proposed Terms of Reference, and specifically to the line which indicated that the meetings would be at the call of the staff liaison – the suggestion was made that this be amended to read “at the request of the Chair of the Task Force”
- whether the City had a responsibility to be involved in the project

# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

- whether any consideration would be given to the 19 goals proposed by the previous task force.

It was moved and seconded

- (1) *That the implementation plan for a Richmond Substance Abuse Strategy be approved, and*
- (2) *That the Terms of Reference for the Richmond Substance Abuse Task Force (attached to the report dated March 25<sup>th</sup>, 2002, from the Manager, Divisional Programs), be approved, and*
- (3) *That \$15,000 in funding associated with the Implementation Plan, be approved (as specified in the report dated March 25<sup>th</sup>, 2002, from the Manager, Divisional Programs).*

**CARRIED**

## 5. DIVISION QUARTERLY REPORT

The Project Lead, Emergency Program, Tara Simpson, accompanied by Fire Chief Jim Hancock, Deputy Chief Dave Scorgie, and Chief Fire Prevention Officer Rick Stene, and Supt. Ward Clapham, OIC, Richmond Detachment of the RCMP, reviewed their respective components of the Division Quarterly Report, and responded to questions on specific issues. A copy of the report is attached as Schedule A and forms part of these minutes.

It was moved and seconded

*That the Division Quarterly report presented to the Community Safety Committee at its April 9<sup>th</sup>, 2002 meeting, be received for information.*

**CARRIED**

## 6. COMMUNITY SAFETY DIVISIONAL PLAN – PHASE II

(Report: Mar. 25/02, File No.: 0100-20-C5PA1-01) (REDMS No. 670865)

Ms. Issel reviewed Phase II of the Community Safety Division Plan with the Committee. A copy of the PowerPoint presentation is attached as Schedule B and forms part of these minutes.

Discussion ensued among Committee members and staff on:

- the manner in which the questions were prepared and distributed
- the rationale for including only one Cantonese youth group
- the lack of applications received for appointment to the Advisory Task Force and whether the staff should continue with the development of the strategy
- whether the task force would be used to forward the information obtained from the focus sessions to specific groups.



# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

Reference was made during the discussion to the lack of response from specific organizations, and the suggestion was made that these groups should be reminded about the need to submit names for representation on the task force.

It was moved and seconded

*That the option recommended by staff (in the report dated March 25<sup>th</sup>, 2002, from the Manager, Divisional Programs) regarding the formation of a Community Safety Division Plan – Advisory Task Force, be approved.*

**CARRIED**

## 7. **AUXILIARY POLICING**

(Report: Apr. 2/02, File No.: 5350-01) (REDMS No. 677007)

Supt. Ward Clapham reviewed his report with the Committee, during which he commented that the use of auxiliary police officers as part of the Home Safe Program was an excellent idea.

Discussion then ensued among Committee members and staff on:

- how the uniforms worn by auxiliary police officers would be marked to indicate to the public that these men were auxiliary police officers, and therefore, unarmed
- the proposed use of reserve police officers to replace regular police officers who were absent from duty for vacation, maternity or paternity leave, etc.
- how interested individuals would apply to become auxiliary police officers
- the duties which would be performed by auxiliary police officers and whether any of these duties could result in the officers being placed in hostile situations
- the purchase by the City of weapons for Richmond's auxiliary police officers a number of years ago and the need to recognize that contribution
- the appropriateness of having the Deputy Commissioner and Commanding Officer of the RCMP 'E' Division provide information to the Committee in the future on the use of reservists to temporarily replace regular duty RCMP officers.

It was moved and seconded

*That the report (dated April 2<sup>nd</sup>, 2002, from the Officer in Charge, Richmond Detachment of the RCMP), regarding the Disarming of Auxiliary Constables, be received for information.*

**CARRIED**

# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

8. **APPLICATION FOR SOIL CONSERVATION PERMIT (SOIL PLACEMENT) – JANI AND ERIC KARLS, 12831 NO. 4 ROAD**  
(Report: Mar. 7/02, File No.: 8350-01) (REDMS No. 654292)

It was moved and seconded

*That the issuance of a Soil Conservation Permit to Jani and Eric Karls for the placement of approximately 1,000 cubic metres of fill at 12831 No. 4 Road, be authorized.*

**CARRIED**

## ENGINEERING & PUBLIC WORKS DIVISION

9. **AWARD OF CONTRACT T.1532 – RICHMOND RCMP PUBLIC SAFETY BUILDING RENOVATIONS**  
(Report: Mar. 25/02, File No.: 0775-20-T.1532) (REDMS No. 666113)

The Manager, Facilities Planning & Construction David Naysmith, briefly reviewed the report with the Committee and responded to questions on the following matters:

- the rationale for the significant difference in amounts between the lowest and second lowest tenderers, and whether Canarc Construction had the expertise to successfully complete the work
- the rationale for proceeding with the renovations to the RCMP public safety building at this time when consideration is being given to replacement of community safety buildings in the future.

It was moved and seconded

*That the City enter into a contract with Canarc Construction in accordance with Tender T.1532 for the Richmond RCMP Public Safety Building renovations, for the tendered amount of \$308,576 including GST.*

**CARRIED**

10. **MANAGER'S REPORT**

- (a) Cpl. Wendell provided information on the recent International Conference on Community Policing, reporting that 14 delegates from South American countries attended workshops on Richmond's model for community policing.
- (b) Reference was made to the status of negotiations regarding the YVR contract, and information was provided by the General Manager, Community Safety, Chuck Gale, on this matter, during which he reported that YVR was being charged for the City's actual cost of delivering services to the airport. A brief discussion ensued, during which the suggestion was made that City Council should meet the Board of YVR on this and other matters.

# Community Safety Committee

Tuesday, April 9<sup>th</sup>, 2002

---

- (c) Reference was made to the an increase in the number of break-ins in the area of Jacombs Road and Cambie Road, in the industrial park. Supt. Clapham commented on the increase in crime in this area, and provided information on steps which were being taken by the detachment to address the situation.

## ADJOURNMENT

It was moved and seconded  
*That the meeting adjourn (6:02 p.m.).*

**CARRIED**

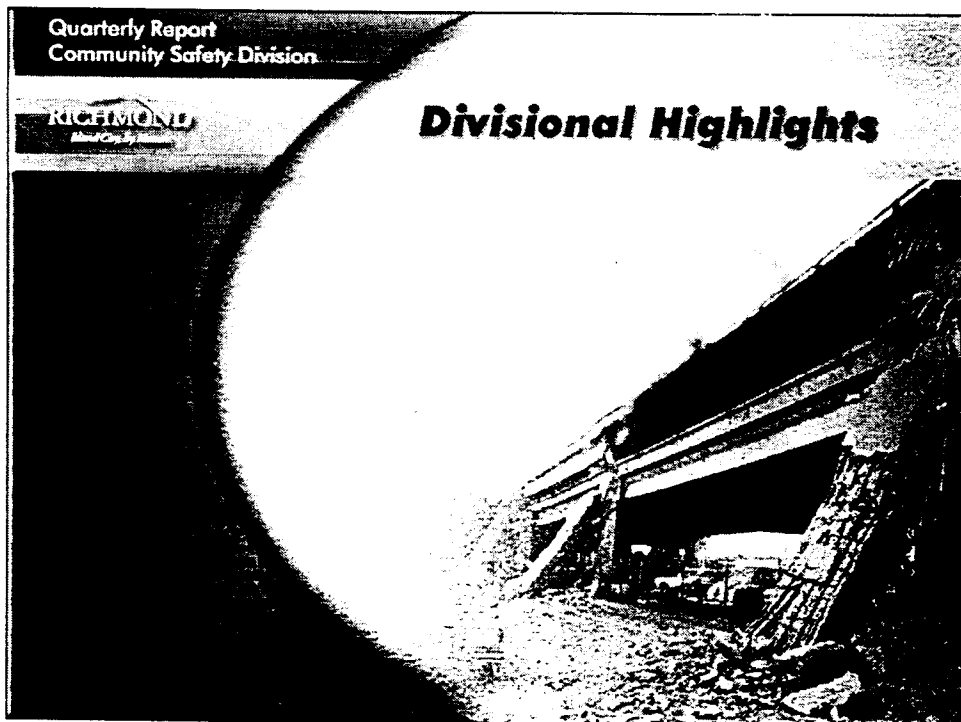
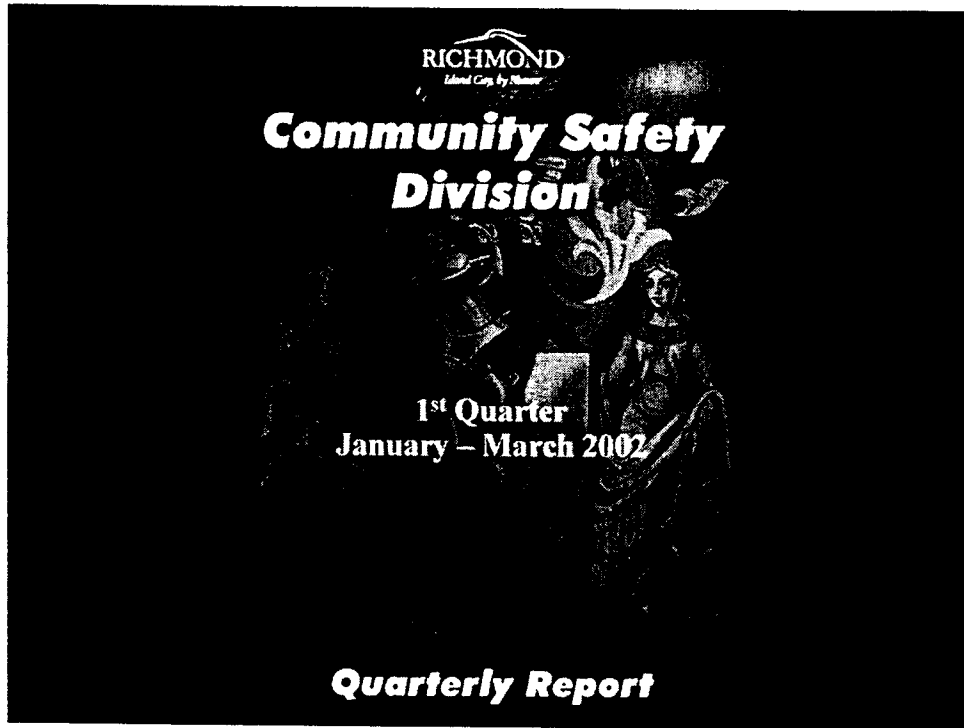
Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, April 7<sup>th</sup>, 2002.

---

Councillor Linda Barnes  
Chair

---

Fran J. Ashton  
Executive Assistant



## Divisional Highlights

### Conducted Community Safety Focus Group Sessions

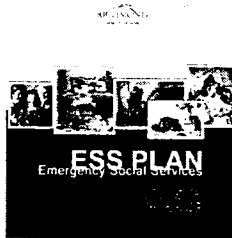


### Started Organizational Review of Community Safety Division

### Operation Green Clean

## Divisional Highlights

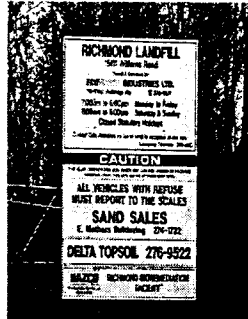
### Draft Emergency Social Services Plan



- Establishes roles & responsibilities
- Designates community centres as primary facilities
- Plan which provides temporary emergency food, clothing, lodging and personal services to residents
- Proceeding with public review of the plan

## Divisional Highlights

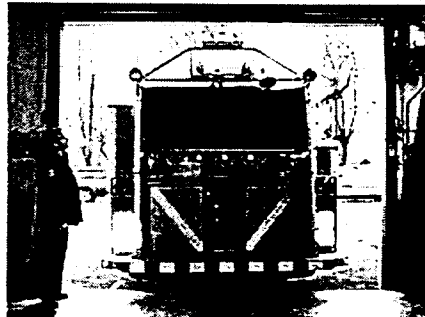
### Contaminated Soils



- Ecowaste decided not to proceed with the contract
- Public display & lobbying Provincial & Federal Governments

## Divisional Highlights

### Community Safety Buildings – Media Tour



## Notable Events



## Notable Events

### City Wide Towing

- Supreme Court decided in favour of the City
- City Wide Towing found in breach of bylaw for overcharging - 18 of 25 cases
- City awarded \$5,000 in costs and "in trust" funds for disbursement to those overcharged
- Injunction issued

### Parking Revenue

- Staff report adopted by Council
- Proceeding with various recommendations

## Notable Events

### Framework for Environmental Management Strategy

- Endorsed by Council March 26<sup>th</sup>, 2002



## Notable Events

### Emergency Callout Exercise

- Emergency Operations Centre callout procedures tested - evening of March 28<sup>th</sup>



### Personal Disaster Assistance Responses

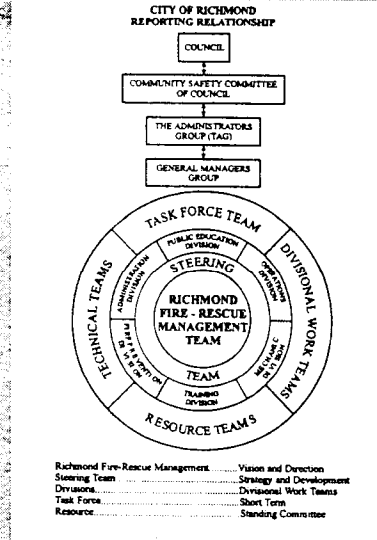
- Jan. 25<sup>th</sup> Minoru apartment building – assisted 140 residents, \$4.5 m in damages
- Feb. 27<sup>th</sup> Townhouse complex – assisted 10 individuals, \$500,000 in damages





# Notable Events

## Richmond Fire Rescue Planning Session



# Notable Events

## No. 4 Firehall Trailer

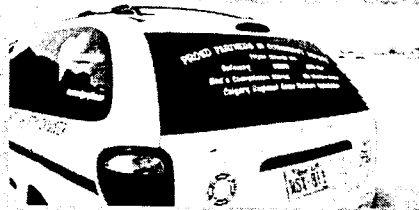


## New Fire Fighting Turnout Gear



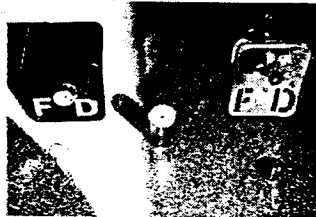
## Notable Events

### Best Practices Exchange with Calgary Fire Department



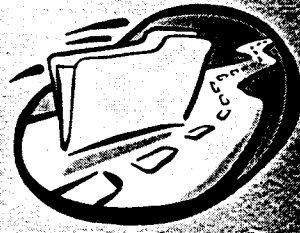
## Notable Events

### 800 Fire Lock Box Keys Recalled



## Notable Events

Road Racing  
Prime BC Pilot



## Notable Events

RCMP Recruiting Program



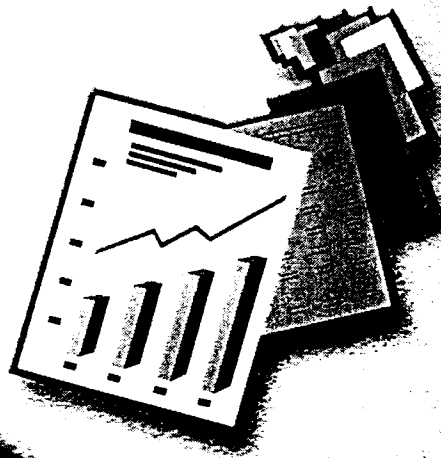
Tech Crime Position  
Established

## Notable Events

### Belly Landing at Airport

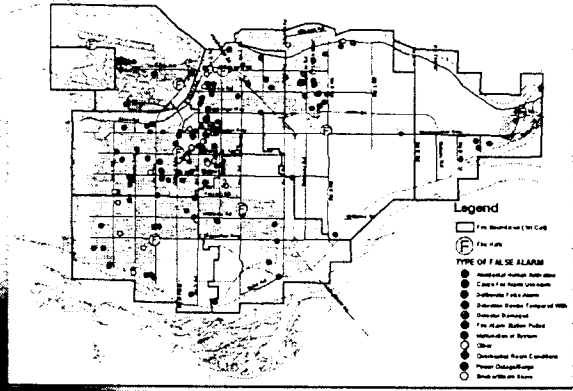


## Operational Trends



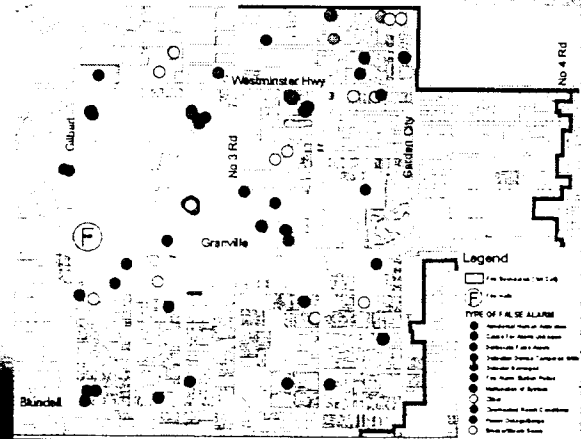
# Operational Trends

## False Alarms – By Type



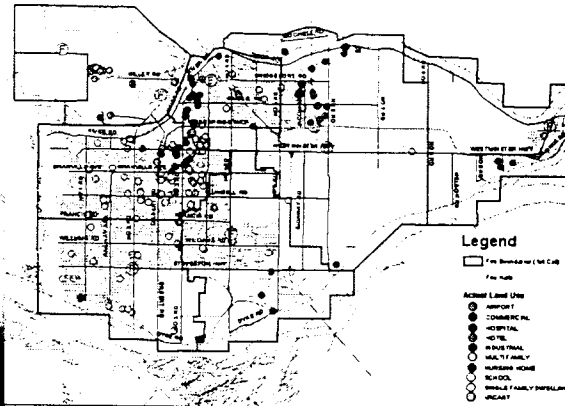
# Operational Trends

## False Alarms



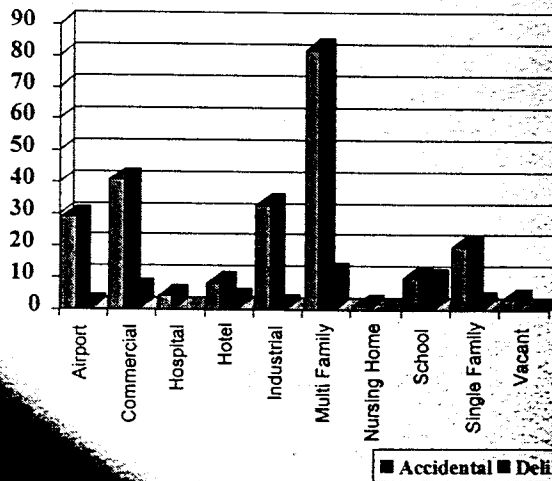
# Operational Trends

## False Alarms – By Land Use



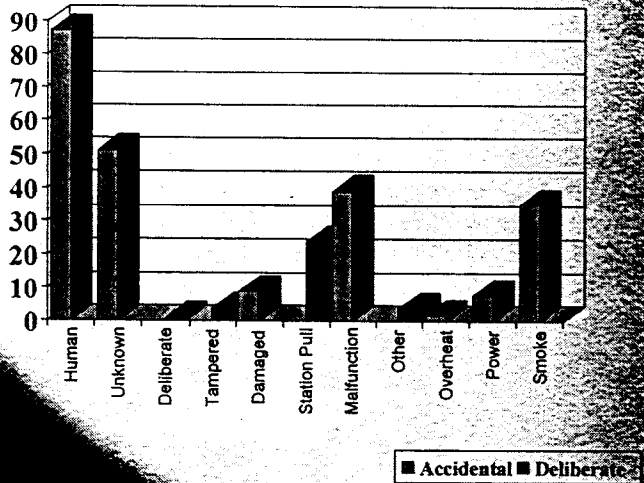
# Operational Trends

## Fire Alarms by Land Use



## Operational Trends

Fire Alarms by Type



## Community Connections



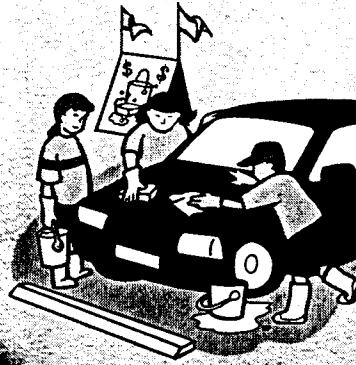
**Community  
Safety Day**

**City Hall**

**Sunday May 5<sup>th</sup>**

**10 am - 4 pm**

## Community Connections



### Make-A-Wish

Car Wash  
Saturday, May 25<sup>th</sup>  
10 am - 4 pm  
No. 1 Firehall

Mother's Day Hanging  
Flower Baskets  
Richmond  
May 2<sup>nd</sup>

## Community Connections



### Canadian Cancer Society

Balding for Cancer  
Saturday April 6<sup>th</sup>, 2002



# Focus Group Briefing

- Introduction & Objectives
- Methodology
- Summary of Findings
  - Top Issues in Richmond
  - Safety in Richmond
  - Breadth of Safety Issues
  - Preparedness and Prevention
  - Role in Prevention
  - Community Safety Division
  - Communications
- Conclusions
- Questions?

## Introduction & Objectives

- The Community Safety Division was created in 2001 to ensure:
  - a more integrated service delivery
  - increased community input in the delivery of public safety services
- Commissioned Ipsos-Reid to conduct research with residents and business representatives



## Purpose and Objectives

To gather community input in the following areas:

- Community's perception of how safe the community is
- Community's issues regarding community safety
- Individual's sense of preparedness
- Perceived quality of Community Safety services
- Raising awareness of the Community Safety Division
- Communicating more effectively and involving the community in the decision-making process

## Methodology

- Ipsos-Reid conducted a series of six focus groups between January 21 and 23, 2002:
  - English Adults (aged 19-59)
  - English Youth (aged 13-15)
  - English Youth (16-18)
  - English Seniors (aged 60+)
  - Cantonese Adults (aged 19+)
  - Businesses



## Methodology

- Participants were screened to ensure they did not work for the City including fire/police.
- Only participants who considered public safety to be important could participate
- Resident and Business participants were recruited to ensure a representative mix.

# Summary of Findings



## Top Issues in Richmond

- Safety is not a top-of-mind issue for many of the participants
- Only youth and Cantonese participants said they are concerned about safety:
  - Younger youth group mentioned gangs, racism and violence, older youth group mentioned drug use.
  - Cantonese group placed safety on top of the list, mentioning break-ins, the lack of a police presence, school safety and drugs.
  - Business participants referred to issues of vandalism and breaking and entering.

# Safety in Richmond

- Consensus that Richmond is a Safe Place to Live
  - Why?
    - it is smaller in area,
    - has a smaller population,
    - newly developed community
    - less traffic from other municipalities.
  - Recent crimes a concern community safety deteriorating, warrant more attention
  - Worsening gang situation contributes to the level of violence in schools.



## Breadth of Safety Issues

- **Crime and Violence** was mentioned first (especially by youth);
  - breaking and entering, gangs in the schools, homicides, vandalism (businesses and cars), drug use/grow ops.
- **Natural disasters** such as earthquakes and floods.

## Breadth of Safety Issues

- There was some level of confusion among participants as to where **Fire** fell
  - Not sure if it belonged under crime (arson) or natural disaster.
- **Traffic** was also mentioned as a safety issue.
  - particularly No. 3 Road in terms of traffic accidents and drinking and driving.



## Preparedness and Prevention

- Participants felt they were fairly prepared
- But not familiar with preventative measures for the safety issues discussed.
- Crime and Violence
  - Alarms for the home, businesses and vehicle; but additional precautions were frequently taken as a result of a break-in.
  - Senior's group - important to know their neighbours to feel confident living alone or being away from home.

# Preparedness and Prevention

## • Natural Disasters

- Many felt they would be helpless in an earthquake
- Believe Richmond would be devastated as a result
- Younger participants better educated
  - participated in earthquake drills at school.
- Seniors better educated
  - strap down hot water heater and have water, store food, radio, batteries and candles



# Preparedness and Prevention

- Fire
  - Resident participants took some precautions in order to prevent fire.
    - smoke alarms, fire extinguishers and evacuation plans.
  - Participants in the youth groups were familiar with the protocol at their school
    - many were not sure what they would do with a fire at home.
  - Businesses most prepared with first aid kits, fire alarms, insurance, fire drills, and WCB standards.

## Role in Prevention

- "It's to your personal benefit to be aware"
  - Participants agreed that everyone has a role
  - Business group said they take a proactive role through monthly meetings and administering safety standards set by the WCB.
  - Many participants want to be prepared but didn't know enough about it
  - Want to learn more, but few had actively searched out this type of information in the past.

## Role in Prevention

- City of Richmond: Safety Services
  - Many participants felt the City should take an organizational role of educating residents in how to deal with safety issues.



## Role in Prevention

- City of Richmond: Safety Services
  - Many participants saw a role of educating the public for both the fire and police.
  - Some younger participants expressed an interest in developing a dialogue with their local police
  - Felt students are the ones that really know the issues in their schools.
  - Wanted to feel that the police were really listening to them and cared.



## Community Safety Division

- No participants in any of the groups had heard of the Community Safety Division before.
- Many wondered why an organization such as this wasn't in existence before.
- Many felt it was important and should be promoted among businesses and the public.

## Community Safety Division

- Positive Impressions
- Some participants, businesses in particular, saw the Division as being a good idea
  - focus on education and prevention to help people to be more prepared.
  - liked the idea of coordinating efforts and resources of the different municipal departments.
  - help in alleviating gaps in service provision.

## Community Safety Division

- Negative Impressions
  - Wondered about the role of the Division
    - sometimes confused it with the 911 emergency services.
    - could lead to red tape and overlapping jurisdictions.
  - concerned that the Division would be too ambitious and try to do too much at once.



## Communications: Public Input

- Agreed that the City should
  - inform the public about the Community Safety Division
  - request public input
- Informing the Public Suggestions:
  - Official-style personal letter in both English and Cantonese
  - Advertise in local newspapers (including the Chinese media)
  - Kiosks in the mall
  - Pamphlets in the mall
  - Website/Internet

## Communications: Public Input

- Obtaining Input from the Public
  - Approaching strata councils and 'Block Watch' groups
  - Holding public forums at City Hall and community centres
  - Surveying the public with a self-complete questionnaire delivered in the mail
  - Discussion Sessions

## Conclusions

- Safety is not a top-of-mind issue for most
- Richmond is considered a safe place to live
- Issues vary for different groups
- People want to take responsibility, but not aware of prevention and preparedness measures
- Not aware of Community Safety Division