CITY OF RICHMOND

REPORT TO COMMITTEE

To General Purposes - Oct 16/00

TO: General Purposes Committee **DATE:** October 6, 2000

FROM: David McLellan **FILE:** 5355 - 01
General Manager, Urban Development

Jim Bruce
General Manager, Finance & Corporate Services

RE: **Block Watch Program Review**

STAFF RECOMMENDATION

That the Block Watch Program be enhanced by:

1. Reallocating funds and staff position to work on the program.

2. Having Council host an annual recognition reception to honour the support volunteers who participate in the program.

3. Charging the Citizen's Advisory Committee on Policing with the responsibility of developing a 5 year program for the program.

David McLellan
General Manager, Urban Development

Jim Bruce
General Manager, Finance & Corporate Services

Att. 1

STAFF REPORT

ORIGIN

The Citizen's Advisory Committee on Policing (CACP) reported to Council in December 1999 on their work plan for that year and out of that report Council approved funding for a review of the Block Watch Program as well as approving a more in-depth evaluation of the Block Watch Program to "determine the needs and resources required to sustain and expand this program". This report summarizes the findings of the review and recommends a number of measures for Council consideration.

ANALYSIS

The attached report prepared by Mr. Doug Allan gives a detailed account of the Block Watch Program including its history, its organization and operation in Richmond, a comparison with other cities, potential partnerships and the future of the program. A number of recommendations were made in the report which have been reviewed and endorsed by the Citizen's Advisory Committee on Policing. A number of the recommendations can be addressed at the administrative level, however, the following recommendations require the consideration of Council.

1. **That an additional person be hired to work on the program.**

   The Allan report proposes a very specific work program for the coming year to provide for an expansion of the program. The work plan identifies several targets, including increasing Block Watch participants by 50% and developing a community sponsorship program. Staff support this recommendation as the work program is appropriate and provides adequate measures to gauge success and presumably continued funding.

2. **That Council host an annual recognition reception to honour the support volunteers who participate in the Block Watch Program.**

   Volunteer participation in the program may be improved by recognizing the contribution of citizens active in the program. Costs for such an event may initially be absorbed by the City but over time this event would be an excellent candidate for private sector sponsorship.

3. **That the Citizen's Advisory Committee on Policing be charged with the responsibility of developing a 5 year program for the Block Watch Program.**

   A long-term vision for the program is necessary and should be developed by through a community based model.

   In regard to the other recommendations made in the Allan report, a number require further work or coordination at the administrative level, including:

   - That the Block Watch Program remain with the RCMP.

   - That a "volunteer booth" be established at City Hall.

- The identification of service and program areas geographically through computerized mapping.

- A further evaluation of Block Watch after 12 months.

- Distribution of a comprehensive information kit on volunteer and other neighbourhood support activities on a trial basis.

- Working with other municipalities to develop a common database for Block Watch Programs.

All of these recommendations have been endorsed by the CACP and senior City staff and will be acted upon unless otherwise directed by Council.

The final note is that in response to the second recommendation of the Allan report the RCMP indicated at the meeting of the CACP that they are committed to supporting the Block Watch Program and will work with the City in determining whether the auxiliaries are an appropriate resource to provide to the Block Watch Program.
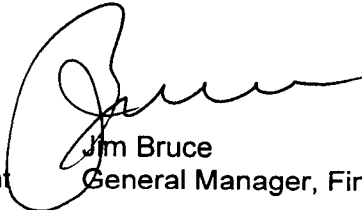
FINANCIAL IMPACT

There is presently a vacant position in the Operations Support section (Scheduler PCC# 407) that can be reallocated to the Block Watch Program. Funding for this position is presently included in the RCMP Civilian Budget.

CONCLUSION

The Block Watch Program can be enhanced with the reallocation of resources and this should be considered in the context of the City's 2001 Operating Budget debate.

David McLellan
General Manager, Urban Development

Jim Bruce
General Manager, Finance & Corporate Services

DJM:djm

Executive Summary

City of Richmond

Block Watch Program Study

The Block Watch Program in Richmond is funded by the City and administered by the RCMP with one civilian staff person. Given the current resources and operational philosophy, it is primarily focussed on maintaining the current level of participation, and responds, on request, to additional "Blocks". There is extensive use of volunteers with the inherent requirement, after the initial "honeymoon", (which includes Captain and Co-Captain training sessions and a first Block Watch meeting) for continued support and encouragement to maintain the momentum and commitment.

Key to this is an up-to-date data base, an effective fan-out procedure to alert participants of activities in their area, and timely and informative/topical newsletters. Even with this, there needs to be an acknowledgment of the need for ongoing recruitment of volunteers. Current resources to effectively provide these tasks and expand the Program are not sufficient.

Recommendations:

1. That one additional person be hired to work with the Assistant Block Watch Coordinator. In the first 12 months they would focus on:
   - Developing a proposed community sponsorship program for submission to Council.
   - Developing an information "kit" in conjunction with other municipal departments and agencies, which would contain background and contacts on the variety of participating neighborhood and self help programs, e.g., Adopt a Park/Cul-de-sac, Block Watch, Block Party, Emergency Preparedness.
   - Developing a more "user friendly" database, crime activity maps, and fan-out procedure.
   - Maximizing the use of volunteers.
   - Coordinating effectively with other community programs.
   - Updating brochures, trainer kits and annual planner.
   - Increasing Block Watch participants by 50%.
   - Integrating the Program with college/university studies in the areas of volunteerism/criminology/public safety for the purposes of involving students in volunteering and internships.

2. That a commitment be obtained from the RCMP Superintendent with regard to the minimum level of support that members will provide to the Program, and to a determination of whether the auxiliaries could be used to supplement members attending introductory and annual meetings.

3. That the Block Watch Program remain with the RCMP. As part of the budget submission to City Council a yearly work plan of proposed activities be included (including target growth figures) and a subsequent annual report produced outlining the services actually provided.

4. That in order to raise the profile of Block Watch and facilitate volunteer involvement, a "volunteer" booth be established at City Hall, which would provide information on Block Watch and other participatory programs.

5. That Council hosts an annual recognition reception to honor the support volunteers, Captain and Co-Captains, RCMP (members and auxiliaries) and sponsors who participate in the Block Watch Program.

6. That Council considers the guidelines under which they would accept funding or services from private and public organizations or individuals for the Block Watch Program.

7. That the General Manager of Community Services review further the concept of identifying service and program areas geographically through computerized "layering" as one means of facilitating access to city resources. (This would be similar to the way the city currently keeps track of zoning, utilities, permits, etc. on a particular property.)

8. That an evaluation of the expanded Block Watch program be undertaken in 12 months and submitted to the RCMP Superintendent, Advisory Committee on Policing, and General Manager of Community Services for report back to Council.

9. That the Block Watch Program, on a trial basis, distribute a comprehensive information kit which would contain Information on other volunteer and neighborhood support activities, and include "guest speakers" at the Block Watch meetings on one or more of these topics.

10. That Council encourages other municipalities participating in the Block Watch Program to develop and maintain a common database in order to assist the development of the Program throughout the Province. The RCMP, as a member of the Block Watch Society of B.C., should be requested to encourage similar action.

11. That a 5-year program be developed over the next 12 months for the Block Watch Program and subject to Council's agreement, the Citizen Advisory Committee on Policing be asked to coordinate this task.

August 23, 2000

City of Richmond

BLOCK WATCH PROGRAM STUDY

A. Introduction

Public Safety continues to be identified as the No. 1 citizen issue in community polls. Criminal activity, whether it be residential break-ins or "home grow" (marijuana) operations is on the rise. Combine that with societal changes, e.g., dual income/working partners, fewer children per family, increasing transience and "cocooning", the historical tradition of having neighbors of 20 years or more living next to one another and protecting each other is all but gone. Richmond has been trying to rebuild these relationships through a "Neighborhood Development Strategy", and through programs that focus on developing a sense of community and meeting one's neighbors, e.g., Partners for Beautification, Adopt A Park/Cul-de-sac, Block Party and Block Watch. The city runs the first three programs and the RCMP as part of their Crime Prevention Program administers the latter activity.

The Citizens' Advisory Committee on Policing prepared a report on the Block Watch Program (Appendix I), which was submitted to City Council. In response, Council approved funding for a more in-depth evaluation "to determine the needs and resources required to sustain and expand this program...."

Terms of reference were developed (Appendix II) and a consultant engaged in mid-April. The purpose of this report is to bring forward the findings and recommendations of the review and to propose, subject to approval of the necessary funding, an implementation time frame.

B. Block Watch – History

Through the mid-70's to mid-80's, an increasing population was making more and more demands on the police, whose budgets were constrained. As a result, their focus became more reactive than proactive. Partnerships with the community became increasingly important. The term "community policing" was being used more and more, and in 1985, Surrey was the first municipality in B.C. to initiate Block Watch as an experimental program.

(Block watching actually started in Seattle in 1973, as Neighborhood Watch, although this program tended to be more reactive – being initiated after crime(s) in an area had occurred. Seattle then established the North America Block Watch Program in 1986.)

The Block Watch Society of BC was formed in 1993. Today, included in its 30 plus membership are the major police jurisdictions of Vancouver, Burnaby, Coquitlam, North Vancouver, Richmond and Surrey. The Society's members focus on "working together to prevent crime".

C. How Does Block Watch Work?

Using simple straightforward language information brochures clearly set out the purpose of the Program. Block Watch means a "neighbour helping a neighbour". Families on a block form a communication chain aided by a block map of names, telephone numbers and addresses. They watch out for each other's homes and report suspicious activities to the police and to each

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other to reduce the likelihood of residential crime. A watchful neighbor is your best burglar alarm.

Block Watch also provides:
- Tips on how to better secure your home
- Information on how to mark your property
- Protective stickers, Street signs
- Crime prevention strategies for your area through a free newsletter.

D. Block Watch In Other Communities

To operate the Block Watch Program, one must be a member of the Block Watch Society of BC (Appendix III lists members). All are funded directly or indirectly by the municipalities they serve, (there are some with additional corporate and service club sponsorship) and are administered through either the RCMP or municipal police force (primarily as part of the Crime Prevention Division), through the municipality, or jointly. It appears that the reasons for the variety of reporting relationships include historical tradition, space availability, convenience (given security clearance requirements), and practicality (coordination of police members' support activities). The majority use civilians to carry out overall program tasks, which are performed with an extensive use of volunteers. In addition to what is commonly known as Block Watch Captains or Co-Captains, most municipalities have at least one administrative level above that, e.g., Area Coordinators, and several other volunteers who provide program support. The former focusing on support to the "Blocks" within their area, and the latter getting material prepared, recruiting volunteers, and giving Block Watch presentations.
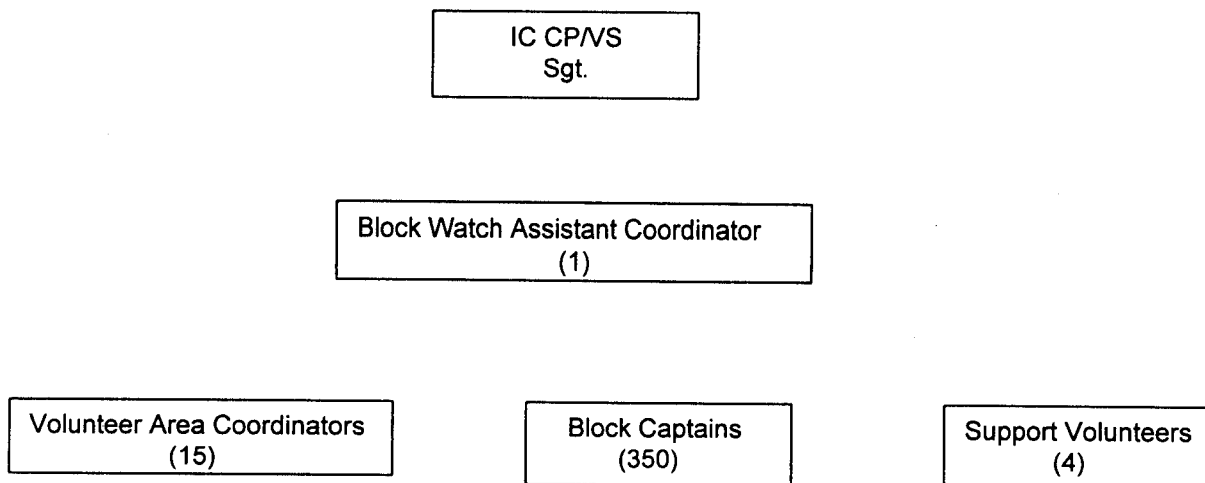
E. Block Watch – Comparison

The Citizens Advisory Committee on Policing polled six municipalities as to whether they used Block Watch and, if so, how was it operating. A further survey was initiated as part of this review and responses were received from 7 of the 12 recipients. These were combined and are shown in Table 1 (page 16). (A copy of the survey used is shown in Appendix IV. Unfortunately many of the questions were unanswered as information was not available.) Comparisons between municipalities, even after repeated follow up, are not decisive in determining staffing or volunteer levels primarily due to differences in terminology and actual hours of work. As well, the number of Block Watch participants may be overstated since few municipalities have mechanisms in place to regularly check on their activities. One municipality recently did a full audit and ended up adjusting their list of participants downward by 30%.

However we can draw several conclusions from the information which was received:

- The Block Watch Society of B.C. should be encouraged to keep annual statistics as part of their Mandate-and to seek the necessary resources to do that
- The Block Watch Society of B.C. should work with its members to develop common terminology and record keeping standards
- Block Watch programs should place a high priority on maintaining accurate, up to date statistics
- The ratio of paid staff/to volunteers/to Block Watch participants vary considerably. Reasons for this could range from a low priority on data keeping to a focus of the program and reflection of the type of housing units forming the majority of the program e.g., Single family, owner-occupied homes are easier to recruit and maintain than multi-family rental units.

F. Block Watch In Richmond - Today

The City of Richmond Block Watch Program started in 1992 as a program administered by the RCMP in the Crime Prevention Division, and was funded primarily by the City. The current Assistant Block Watch Coordinator is, for all intents, in charge of the program, according to the Inspector of Operation Support. This is primarily due to other demands on the NCO in charge of crime prevention and victim services, and the fact that the incumbent has developed significant knowledge about the Program.

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     │  Block Watch Assistant Coordinator│
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│ Volunteer Area Coordinators│ │  Block Captains  │  │ Support Volunteers │
│          (15)           │  │      (350)       │  │        (4)         │
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The City of Richmond, in 1999, had 7,600 homes in the program. With the exception of 1998, when a large number of families left the area, the number of homes joining the program averaged 800/year in 1996, '97 and '99 (Appendix V). The current year-end projections would see this climb to over 1,200 new homes in 2000 for a year-end total of 8,700 homes. (Allowing for some areas to drop off.) The Block Watch objective is to have 80% of households involved in its program (or 40,000 of the 50,000 homes in the City). It is doubtful with the current resource allocation, that even 25% will be achieved (currently 16%), especially given the challenges of the underrepresented areas within the program, which will require an increasingly higher proportion of resources to recruit and maintain. The Advisory Committee report identified two different areas, which should be highlighted.

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1. City growth and Ethnic mix:

> "The growth of the City of Richmond has been increasing steadily, however, the growth of the Block Watch program has not kept pace. One reason is the chronic staff shortage, which makes the recruiting drive an ominous task for one person (Assistant Block Watch Coordinator) to carry out. The other challenge is the ethnic mix. Newcomers are either having difficulties comprehending the value of the program or they may have problems understanding how to access a program. There are translators available in meetings, but something apparently gets lost in a translation, and it takes awhile for people to understand the concept of the program and how to effectively access it. It may be of benefit to train ethnic speaking persons to present the program directly in the native tongue other than Chinese, where Chinese speaking RCMP members have positive results."

This may impact the skills needed for future staff, but does certainly impact recruitment target areas for volunteers today.

2. Housing mix:

> "A sizable group left out in the Block Watch program, are households in Apartments and Townhouses, which adds up to almost 47% of residents. One must also consider that a good number of Apartment/Townhouse dwellings are owned and not all are rental units. Manoah Steves Village, for instance, has 110 Units of which 104 are owner occupied. It is also reasonable to assume that a percentage of single family houses are rented and not necessarily owner occupied."

In multifamily units, which are predominantly rentals, there is a higher degree of transience, making it more difficult to attract volunteers and maintain an effective program. They are very resource intensive, yet they are an area where break and enters occur regularly. It may be that another program e.g. Crime Free Multi-Housing Program is more effective. The Assistant Coordinator has been trained in this program, which is aimed primarily at rental properties. Unfortunately, it is not an area on which the Richmond Block Watch Program can focus due to other program demands. (This program includes a focus on what physical changes to buildings will reduce the potential for criminal activities to occur.)

The Block Watch Program in Richmond operates similar to most. Typically, individuals interested in starting a program in their block contact the Assistant Coordinator, who sends out a "kit". A Captain and Co-Captain are picked, and their security checked. The area is defined and a block list/map is produced. An introductory meeting is then held every two months for all new Captains and Co-Captains. Over the next two months individual Block meetings are organized by the Captain/Co-Captain. Attending this, in addition to the Assistant Coordinator would usually be a member of the RCMP. Signs are erected on the block and the Program is officially started. (This two-month cycle is maximizing the use of the Assistant

Coordinator's flexible workweek without incurring overtime. To be most effective this position and any new ones should be on a flexible workweek.)

A newsletter (in English and Chinese) is distributed by the Captain/Co-Captain every 3 months, which gives him/her the opportunity of meeting briefly with each neighbor, gaining new information and ensuring the block list is up to date. Additional information, e.g., robberies/attempted robberies in or around a Block Watch area is passed on either personally at that time or electronically through a computerized telephone/fan out messaging system. This information is obtained by the Assistant Coordinator who searches the incident report of break and enters and determines the locations of these vis-à-vis Block Watch areas. Data entry is also required to keep the names of contacts up-to- date, e.g., the Captains and Co-Captains, and block list maps (the latter of which are checked annually).

Finally, the "Block" is encouraged to have an annual "party" in order to assist neighbours getting to know one another, update information and hear from a Block Watch representative. Clearly with 1 staff person and over 350 "Blocks", it is not possible for the Assistant Coordinator to get to each of these, especially because they tend to occur during a 3 month period in the summer, and usually on the weekend. Attendance is important and clearly the incumbent extends herself to do as many as possible, recognizing the benefit of her attendance and the need to continually motivate the volunteers. Some communities have an annual "Recognition" day for Captains, Co-Captains and support volunteers. The City did this once in 1996, with very positive results, good participation and little cost, as support was received from both the corporate and public sector. However, as the Program has grown, the available time to coordinate this function again has not occurred.

G. Block Watch in Richmond – The Future

More Block Watch functions could be carried out by volunteers, thus allowing some of the above to be reinstated. The program could also be expanded further if more time could be made available to codify current procedures and deliver more training to the volunteers. Additional staff resources in this area are necessary. Whether they would need to be sustained in the long run would depend on Program expansion, the ability to retain volunteer support and the diversity of tasks that the volunteers are able to perform.

There are benefits in hard and soft dollars to an expanded Block Watch Program that have been identified by the RCMP. In the "Business Case Report – Richmond Block Watch" Budget submission (Appendix VI), it notes:

> "Benefit/Cost – Net Present Value Analysis
> In Richmond over the past 12 months we have had over 900 residential break and enters. In most of these occurrences an RCMP member has been required to expend from one to six hours per case to travel to the home, to write a report, to itemize exhibits and investigate in other ways. Court costs, file administration and overtime account for additional expenses. These 900 hours can be reduced by 40% if the community was involved more fully with the Block Watch Program. The expenditure of $45,000 pales dramatically when compared to the expense currently endured because of these crimes. A reduction in break and enters will go a long way to restore in citizens the feeling of safety. An ounce of prevention is worth a pound of cure...

> The benefits impact directly on the City's commitment to make
> Richmond the safest and most livable city in Canada."

Other agencies can also see a mutual benefit to working with the program and facilitate its expansion. For example, the City has used some students enrolled in Criminology to assist in the program, though time has not been available to formalize this relationship. The District of Saanich on Vancouver Island has been particularly successful in this area by partnering with the Camosun College Criminal Justice program. Students attend community functions, and canvass neighborhoods with Block Watch information. One class had 15 of their students, over a 4-month period, spend 4 hours per week providing this support.

H. Block Watch: Partnering With Other Programs Being Offered to City Residents

Interviews were conducted by those who participate in the areas of:
- policing
- fire prevention
- recreation and culture
- bylaw enforcement
- finance
- customer service
- crime prevention
- health services
- school district parent support
- property use
- parks
- transportation
- sanitation and recycling
- volunteerism.

Appendix VII lists some of the names and represented agencies contacted.

Program managers covet their lists of volunteers and are very reluctant to share them (regardless of what Federal/Provincial/Municipal/FOI PPA authorities may restrict). Perhaps more importantly, for those volunteers interviewed, they have focused on a particular issue/activity at this point in time and are not willing/able, in most cases, to give more. That is certainly not to say they are not enjoying, or find rewarding, their current role, but that they are "volunteers" and their motivation for joining whatever group has to be balanced with their other activities. However, it should also be noted that most volunteers indicate that they have done at least two different kinds of volunteering in the last ten years. This suggests that we should accept and even promote movement by individuals between the variety of volunteer activities available over time.

Staff from the agencies interviewed saw a variety of overlaps where program participants also took part in more than one activity and recognized the benefits of having, as part of one program, an opportunity to educate participants in other programs, e.g., A Gateway. This, in itself, is significant. It supports a model that could see the citizens of Richmond participating in one activity or volunteer program, at the same time, being made aware of other opportunities

for future involvement or learning of new skills. For example, a session on family emergency preparation could be integrated as one of the topics in a "Block's" Annual Block Watch meeting. (It is similar to recreation programs that promote participants going through different levels of an activity. In this case it is different activities which are selected in advance, either by the Program manager or the participants.) This comprehensive approach has the advantage of continuing to motivate volunteers through education in their own current area of community interest (Block Watch), while providing a personal benefit (Family Emergency Planning), awareness of future opportunities (Adopt A Boulevard Program) and supporting the City's Neighborhood Development Strategy.

This coordinated approach is perceived to be far more effective than training staff or volunteers in two or more main disciplines. Given citizens who currently volunteer, others wishing to, the supply of virtually untapped visible minority participants, and the overall objective of "developing neighborhoods", Block Watch could be an effective catalyst to make this comprehensive and coordinated approach work.

To make this happen there needs to be commitment and coordination both from a program and technical perspective:

1. Program Information

    Currently, the level of information in the various program brochures used within the City varies considerably and tends to reflect the audience it serves. The concept of an up-to-date municipal information "kit" of programs, with contact names for additional resources or speakers on specific topics would be an effective way to fill this need and one that is supported by City staff. Distribution is critical and the majority of staff interviewed believe that with their limited resources there is an increasing value in a comprehensive approach to "getting the message out", which can always be supplemented with detailed information for those who show an interest.

2. Technical Support

    "Common resources" could imply common boundaries. For example, a police patrol area could be the same as fire response, building inspection, school catchment, and health unit areas and this could lead to greater coordination in solving problems. Given the variety of tasks needed to be performed and the resources required/available, it is seldom practical or cost effective to do this geographically. Computerized "layering" is currently done in Richmond to identify the zoning, licensing, permits, utility location, rights of way and other attributes, etc., on a specific site(s). The base is the actual property and the "layers" different pieces of technical information. This has provided significant benefits in reducing staff time and improved citizen service. This same technology could also be of particular benefit in identifying program and staff/volunteer response areas. How many times has a citizen come to inquire about one topic, only to remember another one? The person serving the customer does his/her best trying to determine who to refer them to on a general basis, but can not usually help geographically, individually, or on a specific program basis. Similarly, with programs such as Block Watch, when the initial meeting is held, it may be the first time the neighbors have met anyone from "City Hall". They will frequently have other questions.

What better than an information kit and knowledge of contact people for the area, to gain their support. When neighborhood issues arise, one could quickly and easily identify the staff person to contact and the programs provided. The frustration exhibited by those interviewed (staff and volunteers) suggests this could go a long way in delivering more effective programs.

Even with technology, there is still a benefit in having as many functional areas as contiguous as possible, especially if it added support. With respect to the Block Watch Program, the 15 volunteer Area Coordinators do not cover all "Blocks". Recruitment to cover all of Richmond has been difficult. It may be that using elementary school catchment areas with support from Parent Advisory Councils could assist in this process. Similarly, there may be one or more community service clubs that might be prepared to perform this task.

I. Block Watch – An Important Program in Our Future

With an increasing population and complexity of criminal offenses, local governments have seen more and more requests for additional police officers. The City is no exception and is responding as resources permit.

The move in 1996/97 to open two Community Policing Stations, with hopefully more in the future, is in keeping with a community focus aimed at:

> ".... Community problem solving or 'problem oriented policing' to
> reduce repeat calls for services and provide more value to each
> neighborhood of police presence."

With this move, there was also the acknowledgment that in the short run more policing time is required with the anticipation in the future of a "bigger payoff in terms of future crimes prevented." However, today resources are stretched. Without getting into details as to how the load is determined and what other proactive activities a police officer is also expected to perform, one measurement used by the RCMP is Criminal Code caseloads per member. As a benchmark for local governments, this was set at 100 in the 1980s. Community policing today suggests a range between 70 and 75. Richmond is currently at 90 and is balancing traditional policing and community policing roles. As a result, similar to other communities, priorities go to more serious crimes. Lower level "break and enters", the prime focus of Block Watch, receive low priority.

> "The net impact is that we [the RCMP in Richmond] are very thin
> on the ground to accomplish primary reactive and investigative
> policing tasks, and hence,..........very few B&E's receive follow up
> investigation. There is little time/resources for B&E projects, and
> hence the clearance rate for B&E's remains low in comparison to
> more serious types of crimes and losses from B&E's remain high."

The main focus of the Break and Enter unit of the RCMP in Richmond is on "career" burglars, patterns, or someone caught in the act. The RCMP strongly supports the Block Watch Program and its expansion. In addition to the "eyes" of Block Watch participants preventing or catching someone in the act, the RCMP also uses one of the Block Watch tools that keep their "blocks" informed of what is happening in and around their area. This is the daily mapping of incidents of break and enters. (These visual tools will soon be enhanced with new software once the RCMP vacancy patterns decline and a member can be dedicated to this function.) In the short

run, this work provides the basic service. (Volunteers sometimes perform all or part of this task. Given the nature of this information and the need for it to be regularly and consistently entered and updated, it may be more appropriate that as additional resources become available, this become a staff function.)

(The foregoing was mainly sourced verbally and in writing from Inspector A. Spevak.)

J. Block Watch Accessibility

The current location of the Block Watch program limits accessibility to volunteers and the general public. (As part of the Crime Prevention/Victim Support Services Area, this program was relocated to a separate site from the main police station.) Due to limitations imposed by resource allocations and the fact that the new site must have a secured entrance, often times there are no receptionist services available. Therefore, those wishing to gain access into the building must "ring a bell". This may be answered quickly or not, and depends on what other staff are doing at the time, or if anyone is even in the building. This security eliminates the "drop in" ability and makes it onerous for volunteers and the staff to effectively deal with such routine matters as picking up newsletters. It is possible that the two Community Police stations could be the "pick up point" for the areas served by them. But for the rest of the City and those just wanting information about the program, alternate arrangements are needed. Some communities use store fronts, public buildings, or shopping malls, especially if they can be resourced and accessed after hours.

With the opening of the new Hall and its focus on public open space and accessibility, the City has a unique opportunity in this regard. For Block Watch and other programs an area could be set aside, and supported by volunteers, to pass out a variety of information and answer questions.

K. Block Watch Sponsorship

The more knowledge people have about a program and the more active the participants are, the better it functions. Advertising and ensuring that publications are up to date and smart looking are key elements to the success. However, this can be costly, and are not seen by some to be as important as the operational aspect of the program.

Just as there has been a trend back to volunteerism in communities and an underlying desire to reduce the overall tax burden, many local governments are turning their attention to further expand traditional and explore nontraditional sources for financial support.

The nature of policing has required these agencies to go slowly and cautiously in this area. However, with careful screening, the area of crime prevention affords an ideal opportunity for partnerships.

Richmond already uses some corporate, foundation and individual sponsors for Block Watch. A vehicle has been donated, newsletters sponsored and several insurance companies that are prepared to give discounts to those home owners who are part of a registered Block Watch Program identified. Information received through the surveys and from those connected with

the program suggests there are existing opportunities which could be expanded and future opportunities pursued. Could sponsorships be expanded to other equipment, services and/or supplies with the accompanying recognition of that community support?

Some communities in Europe, where it is still mostly a "neighborhood watch program", involve service clubs and associations in such things as major "article identification". For example the Club purchases the "markers" and, for a donation, members would assist the homeowner in identifying and marking items where they were unable to do it themselves. The Club uses this to provide service to the community and as a fund-raiser. Similarly they could also be the "loaner" for the equipment and coordinate that aspect of the program. There are also non-financial areas where partnerships could be developed. For example "Toastmasters" could be invited to give talks on the Program or other City initiatives and then be recognized for this service as a benefit to the community and its members.

Any policy put in place, and/or sponsors chosen, should be under guidelines satisfactory to the RCMP Superintendent.

L. Block Watch – The use of Auxiliaries

The importance of the Block Watch program having the perceived and actual support of the RCMP cannot be overstated. Block Watch participants expect a police involvement at least in their introductory and annual meetings. The Superintendent's commitment to have members, when available, attend the initial Block Watch meeting and others are acknowledged, just as the fact that resources do not permit this to occur at all times.

In some jurisdictions auxiliaries have been used to supplement or even provide this service. At the moment, police agencies are awaiting guidelines from the Ministry of the Attorney General concerning the role of auxiliaries. However, it may very well be opportune to introduce this as part of their tasks in Richmond. It certainly fits well, especially because many of those wanting to become part of the Auxiliary are using it to gain more exposure to assist them in their pursuing a career with the RCMP or Municipal Police.

M. Block Watch – Conclusions

The traditional methods of evaluation and comparison are not as effective in measuring preventative programs. This is especially true in the short run where data collection is limited and comparisons between communities, in a regional environment with the transient nature of criminal activities, can be misleading. However, it remains important that objectives, in the short and long term, be put in place, so the Program can at least be evaluated against itself, e.g., proposed versus actual activities, year over year statistics, etc. This should be done in the context of an overall strategy, focusing on maximizing the use of resources in the longer term.

A five-year plan should be completed during 2001 for the Block Watch Program, which recognizes the unique partnerships in this program: citizens, RCMP and Council, and it's expanded focus. The implementations of the recommended changes should provide the necessary platform for this plan to be developed, including evaluation criteria.

N. Block Watch - Recommendations

There are a variety of processes that need to be put in place for the current Block Watch Program to expand and enhance the current level of service. The use of volunteers to effectively support the Program should be increased in the number and variety of tasks they are able to perform. Clearly, the opportunity exists for more community activities, which are neighbourhood based. Block Watch may be an effective catalyst in delivering the message of opportunities available and, in some cases, the program itself. Maintaining Block Watch through the RCMP affords the opportunity of close liaison with neighbourhoods and a proactive police focus. In the long run, if the community police stations are expanded, police presence needs to be enhanced. Block Watch is a program, which would naturally fall to community policing staff for support. Can existing staff time be reallocated? Are auxiliaries a viable option for this task? If guest speakers on different topics are successful at the annual Block Watch meetings, would this reduce the amount of time required by officers to attend these events? These are all questions that should be discussed with the Superintendent. The additional staff resources for the Block Watch Program that are recommended will see benefits in soft and hard dollars from policing support to improved "peace of mind" for the City's residents. The implementation of the recommendations is consistent and complimentary to the City's approved " Neighbourhood Development Strategy".

While there are options and recommendations within the report, the following specifically respond to the objectives of the Review and provide necessary follow-up:

1. Roles and Responsibilities

"To clarify the roles and responsibilities of the City and the RCMP in the administration of the program."

- A commitment be obtained from the RCMP Superintendent with regard to the minimum level of support that members will provide to the Program, and to a determination of whether the auxiliaries could be used to supplement members attending introductory and annual meetings.

- The Block Watch Program remain with the RCMP. As part of the budget submission to City Council a yearly work plan of proposed activities be included (including target growth figures) and a subsequent annual report produced outlining the services actually provided.

- In order to raise the profile of Block Watch and facilitate volunteer involvement, a "volunteer" booth be established at City Hall, which would provide information on Block Watch and other participatory programs.

- Council hosts an annual recognition reception to honor the support volunteers, Captain and Co-Captains, RCMP (members and auxiliaries) and sponsors who participate in the Block Watch Program.

2. Adequacy of Resources and their Allocation

"To determine whether adequate resources have been allocated so that the effect of the program is optimal."

- One additional person be hired to work with the Assistant Block Watch Coordinator. In the first 12 months they would focus on:
  i. Developing a proposed community sponsorship program for submission to Council.
  ii. Developing an information "kit" in conjunction with other municipal departments and agencies, which would contain background and contacts on the variety of participating neighborhood and self help programs, e.g., Adopt a Park/Cul-de-sac, Block Watch, Block Party, Emergency Preparedness.
  iii. Developing a more "user friendly" database, crime activity maps, and fan-out procedure.
  iv. Maximizing the use of volunteers.
  v. Coordinating effectively with other community programs.
  vi. Updating brochures, trainer kits and annual planner.
  vii. Increasing Block Watch participants by 50%.
  viii. Integrating the Program with college/university studies in the areas of volunteerism/criminology/public safety for the purposes of involving students in volunteering and internships.

- Council considers the guidelines under which they would accept funding or services from private and public organizations or individuals for the Block Watch Program.

- Council encourages other municipalities participating in the Block Watch Program to develop and maintain a common database in order to assist the development of the Program throughout the Province. The RCMP, as a member of the Block Watch Society of B.C., should be requested to encourage similar action.

3. Linkages and Partnerships

"To determine the most effective linkages with other neighbourhood programs (i.e. Emergency preparedness, block parties. School traffic safety) in order to improve the effectiveness of these programs."

- The General Manager of Community Services review further the concept of identifying service and program areas geographically through computerized "layering" as one means of facilitating access to city resources. (This would be similar to the way the city currently keeps track of zoning, utilities, permits, etc. on a particular property.)

- The Block Watch Program, on a trial basis, distribute a comprehensive information kit which would contain Information on other volunteer and neighborhood support activities, and include "guest speakers" at the Block Watch meetings on one or more of these topics.

4. With respect to the evaluation of the implemented recommendations and the Program in the future

- An evaluation of the expanded Block Watch program be undertaken in 12 months and submitted to the RCMP Superintendent, Advisory Committee on Policing, and General Manager of Community Services for report back to Council.

- A 5-year program be developed over the next 12 months for the Block Watch Program and subject to Council's agreement, the Advisory Committee be asked to coordinate this task.

The above recommendations, while independent, are complementary. The next section presumes these are accepted and then proposes one option for program implementation and evaluation.

N. Block Watch – Time Frame – Action and Results

The next scheduled meeting of the Citizens Advisory Committee on Policing is in September. Presuming this report is dealt with then, considered by Council in October, and resources are allocated, the necessary job description could be drafted in November, with hiring effective Jan 02, 2001. Assuming concurrently, the Assistant Block Watch Coordinator's tasks were redefined, the following could be used as a benchmark for a 12-month evaluation:

Month	Main Focus	Other (In addition to ongoing functions)
January	Develop systems and procedures, especially data entry and fan out.	Develop volunteer function list.
February	Submit sponsorship program to council.	Call for additional volunteers especially ethnic speaking ones. Introduce volunteers to new roles.
March	Update Brochures and Executive summaries in Non-English.	Increase Captain/Co-Captain training sessions to one per month.
April	Assist other Departments in developing municipal "kit".	Open Block Watch volunteer reception booth at Hall.
May	Discuss with colleges\universities the use of students effective in September.	RCMP decision on use of Auxiliaries.
June	Formal recognition of sponsors and volunteers at reception hosted by Council.	Block Watch newsletter updated and an annual schedule mapped out.
July	Attend Block Watch parties.	Develop distribution system for "kits".
August	Attend Block Watch parties.	Evaluate progress to date
September	Apartment Block Watch program	Initiation of new Block Watch areas by students/volunteers.
October	Block Watch Program – New Blocks	Initiation of new Block Watch areas by students/volunteers
November	Block Watch Program – New Blocks	Review and update brochures, maps and block lists
December	Program evaluation by: • Citizens Advisory Committee • RCMP Superintendent • General Manager of Community Services Develop proposed 2001-work program Presentation of proposed 5 year plan	Block Watch Program – New Blocks

Table 1 – Survey Results

Block Watch Comparisons

City	Year	Population	Block Watch Households	Single Family Homes	Multi-Family Homes	Paid Coordinators	Paid Asst. Coordinators	Volunteer Area Coordinators	Volunteer Block Watch Captains	Support Volunteers	Crime Prevention Management
Richmond	1999	154,700	7,600 (16%)	5,375	2,225	NCO I/C CP/VS 5%	1	15	350	4	police
North Vancouver District/City	2000	122,000	Approx.1 3,000	N.A.	N.A.	1 police (FT) 1 civilian	0	13	Approx. 80 zone coordinators Approx. 650 Captains	1	police
Surrey	2000	330,000	Approx. 22,000 (19%)	N.A.	Approx. 200	1	2	Approx. 1,200	Approx. 1,200	Approx. 8	police
Burnaby	2000	198,105	10,000 (15.8%)	N.A.	N.A.	2 civilians	1	Approx. 90	Approx. 900-1,000	Approx. 10	police
Delta	1999	95,675	Delta doesn't have Block Watch. They have Neighborhood Watch, which is looked after by the citizens of Delta, not Delta Police Dept.								
Abbotsford	2000	124,000	1,200 (3.5%)		N.A.	3 unpaid coordinators (civilian)		3	95	239	police
West Vancouver	2000	44,000	N.A.	N.A.	Approx. 40			7	122		police
White Rock*	2000	18,000	N.A.	N.A.	N.A.	2 civilians			45		police
Vancouver	2000	500,000	16,400 (7%)	Ongoing		1.5		22	700		police
Coquitlam (and area)	2000	110,000				1					police
Saanich**	2000		4,800	400	500	.9	.2	15	265	15	police

**Refocused program on 99 Dec 31 – 200 households, 15 blocks with a projected growth of 5-10 per month.
*John Talbot and Associates Inc. conducted a survey in 1999 – they found a 14% participation rate with 1300 households in White Rock

Appendices

Appendix I – Advisory Committee on Policing "Report on the Block Watch Program in Richmond"

Appendix II – Block Watch Program Review – Terms of Reference

Appendix III – List of Block Watch Society of BC Members

Appendix IV – Block Watch Survey

Appendix V – Block Watch Growth

Appendix VI – RCMP – " Business Case Report – Richmond Block Watch Budget submission"

Appendix VII – List of some of those contacted and agencies represented

Appendix I – Advisory Committee on Policing "Report on the Block Watch Program in Richmond"

REPORT

On

THE BLOCK WATCH PROGRAM IN RICHMOND

for

CITY COUNCIL of RICHMOND

Submitted by FRED URSEL

on Behalf of the

ADVISORY COMMITTEE ON POLICING

October 1999.

"BLOCK WATCH PROGRAM, RICHMOND".

October 1999

Origin:

The *Advisory Committee on Policing* developed a work plan for 1999 outlining five topics, which the Committee agreed to adopt and work on. This paper deals with the evaluation of crime prevention programs, Block Watch in particular and is the objective viewpoint of the Advisory Committee on Policing.

The information gathered was obtained through interviews of Block Watch staff and RCMP, Block Watch materials and the 1996 Canada Census.

The objective of this report is to determine the effectiveness and efficiency of the Block Watch program, how success is measured, the effectiveness of recruiting new members, funding, and the relationship between the RCMP and the community.

Preamble:

The Block Watch program is well known in Canada and many other parts of the world. In British Columbia the Block Watch Society was formed under the "Society Act" in April 1993.

Richmond's Block Watch started in 1992 and has been active ever since. The City of Richmond contributes the salary and benefits to the Assistant Coordinator, and the local RCMP Detachment supervises and evaluates staff and the program. Recruitment and training and supervision of volunteers for the program, disseminating information regarding Block Watch to the community and other interest groups, is the responsibility of the Block Watch Assistant Coordinator.
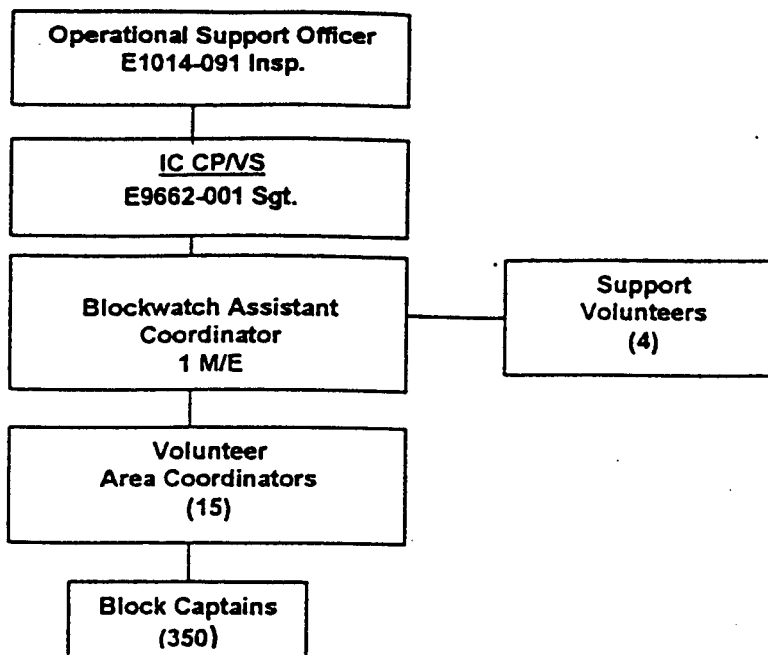
Recent budget reductions and program cut backs have impacted prevention programs. Two RCMP members from crime prevention who helped programs such as Block Watch and others were re-assigned to other duties.

Other cities run their crime prevention programs differently than Richmond. (see Appendix "A") Further to personnel issues, it appears that crime prevention staff were reduced, and other tasks had to be postponed, such as program and staff evaluation of Block Watch.

Organizational Structure:

Organizationally, the Operational Support Officer (Inspector) in charge, manages different departments with NCO's as his subordinates. One NCO (Sgt.) is in charge of crime prevention

programs and supervises the Block Watch coordinator, in the day to day operation. The Assistant Block Watch coordinator, however, supervises and trains volunteers, and directs other Block Watch activities.

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┌──────────────────────────────┐
│ Operational Support Officer  │
│    E1014-091 Insp.           │
└──────────────────────────────┘
              │
┌──────────────────────────────┐
│         IC CP/VS             │
│      E9662-001 Sgt.          │
└──────────────────────────────┘
              │
┌──────────────────────────────┐        ┌──────────────┐
│    Blockwatch Assistant      │        │   Support    │
│       Coordinator            │────────│  Volunteers  │
│         1 M/E                │        │     (4)      │
└──────────────────────────────┘        └──────────────┘
              │
┌──────────────────────────────┐
│        Volunteer             │
│    Area Coordinators         │
│         (15)                 │
└──────────────────────────────┘
              │
      ┌──────────────────┐
      │  Block Captains  │
      │      (350)       │
      └──────────────────┘
```

The Richmond program covers 7600 homes; has 350 Block Watch Captains; 15 Volunteer Area Coordinators; 4 volunteers performing office duties and the delivery of the quarterly Block Watch news letter. The full time staffing in Richmond is very sparse yet the number of volunteers appears to be in good stead.

The 1996 Census shows the following dwelling units by housing type in Richmond:

| Housing Type	Units	%
Single Detached	25,285	50%
Semi-Detached	1,985	4%
Townhouse	7,890	16%
Apartment or flat in a detached duplex	1,380	3%
Apartment, 5 stories and over	1,650	3%
Apartment, under 5 storeys	12,580	25%
Other single attached house	55	0%
Movable Dwelling	95	0%
Total	50,920	100%

(City of Richmond, 1996 Census, Hotfacts, page1, fall 1998, vol.6, no5).

The City of Richmond has 40,570 families out of a total of 50,925 households. There is an average number of 3.10 persons per census family. Based on this average, the following graph

portrays the relationship between the number of residences and those residences that are part of the Block Watch program.

Residences Participating in Blockwatch Program
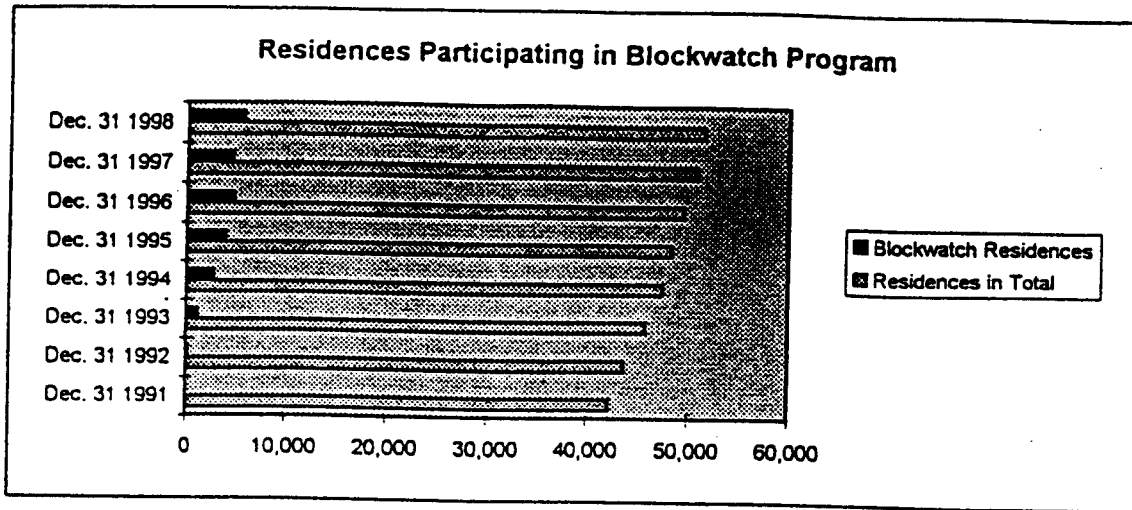
While the Block Watch graph shows a steady increase of Block Watch growth, the ratio between population growth and Block Watch participation is actually flat, and demonstrates very little growth.

Percentage of Population Participating in Blockwatch
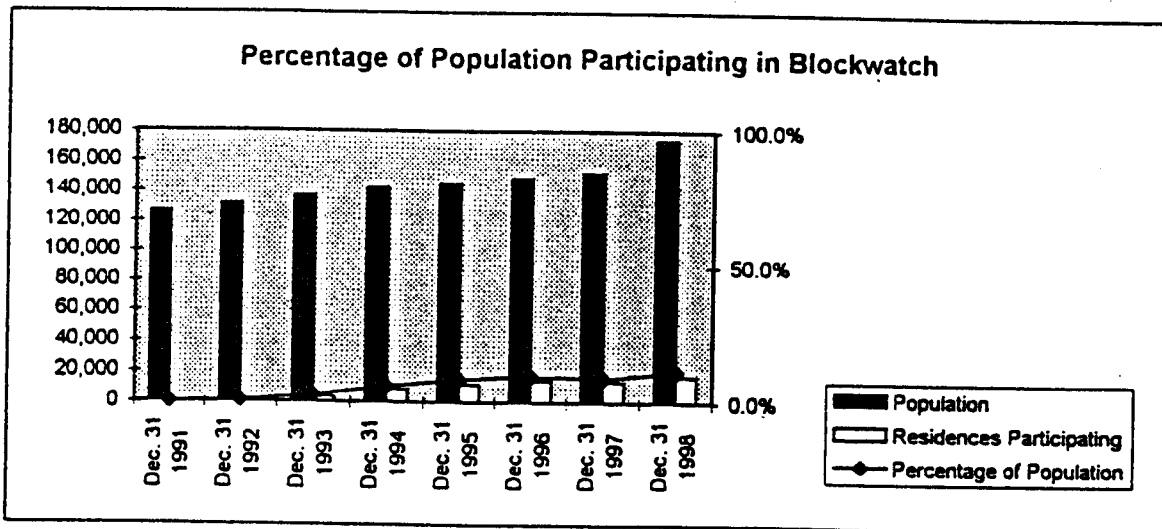
A sizeable group left out in the Block Watch program, are households in Apartments and Townhouses, which adds up to almost 47% of residents. One must also consider that a good number of Apartment/Townhouse dwellings are owned and not all are rental units. Manoah Steves Village, for instance, has 110 Units of which 104 are owner occupied. It is also reasonable to assume that a percentage of single family houses are rented and not necessarily owner occupied.

Informing the communities about Block Watch:

Richmond Block Watch advertises their program in local newspapers. Reports of Block Watch events and the latest statistics on "B&E's" and "MVA's", offer readers a quick reference as to the crime status in their own neighbourhood. Presentations are made, usually by the Assistant Coordinator, to community groups interested in joining Block Watch, service clubs, school meetings, politicians, and to ethnic groups as a way to inform, educate, and recruit interested people to the Block Watch program.

There are benefits to the community in involving themselves with the Block Watch program, other than making their community safe. Homeowners may receive a 10% cut in their home insurance rate if they join the Block Watch program. Another positive outcome is the telephone fan-out program. In case of repeated "B&E's, or other offences such as an attempted abduction, harassment, assaults, and other similar criminal acts by perpetrators, the fan-out program will immediately contact residents in the affected area, reporting recent incidences or concerns and provide guidelines to residents about what they can do to protect themselves. In the opinion of the Coordinator, Block Watch is not conducive to condo dwellers because of the high mobility, but there are other programs that may benefit this group of people. The Assistant Coordinator has training in the new Crime Free Multi-Housing Program aimed at rental properties. This program is being tested on Colonial Drive in Richmond.

City growth and Ethnic mix:

The growth of the City of Richmond has been increasing steadily, however, the growth of the Block Watch program has not kept pace. One reason is the chronic staff shortage, which makes the recruiting drive an ominous task for one person (Assistant Block Watch Coordinator) to carry out. The other challenge is the ethnic mix. Newcomers are either having difficulties comprehending the value of the program or they may have problems understanding how to access a program. There are translators available in meetings, but something apparently gets lost in a translation, and it takes a while for people to understand the concept of the program and how to effectively access it. It may be of benefit to train ethnic speaking persons to present the program directly in the native tongue other than Chinese, where Chinese speaking RCMP members have positive results.

Of Richmond's total population, 49% reported that they were members of a visible minority. Of Richmond's total population 33% are Chinese, 7% are South Asian
(e.g. East Indian, Pakistani, Punjabi, Sri Lankan) and 3% are Filipino.[1]

Funding:

Funding for the Block Watch program comes from the Richmond municipality and donations. Block Watch prefers donations from service clubs rather than from private enterprise for fear of conflict of interest. Funds received are designated for printed materials such as training manuals; office supplies; rent; utilities; insurance; and other related expenditures.

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[1] City of Richmond 1996 Census, Hotfacts Fall 1998 Vo.6 No.7

Program evaluation:

The activity of the Block Watch program is measured through available statistical data. A daily observation of overnight crime actions are attainable by computer at the local RCMP Detachment, and available files in community police stations of petty offences, providing a comprehensive picture of any criminal undertaking in a particular area in the City. This information allows the coordinator to assess which area in the City is most affected by criminal activities and whether there is less criminal activity where a Block Watch program is present.

The Block Watch program is completely built on community participation and support.
Without the willingness of people to volunteer their time and talents there would be no program. Equally true, if the professional (police) segment would not be willing to share their expertise and knowledge with the Block Watch participants, there would be no success either. Volunteers holding various positions must show dedication, commitment and consistency to make this program work. Block Captains, for instance, are expected to find their own replacements if they have to vacate their position due to moving away, poor health, or other valid reasons. A Block Watch program cannot function effectively and efficiently unless all positions are filled, well supervised and supported.

The RCMP carries out the evaluation of the Block Watch program. However, cutbacks in budgets and staff make it difficult, to properly and regularly, evaluate the effectiveness and efficiency of the local Block Watch program. Another reason for being lax on program evaluation is the difficulty to measure whether crimes have been prevented, because there happened to be a Block Watch program in the area, or whether there may have been other mitigating circumstances present.

The Richmond Detachment has a two person Analytical Review Unit. This unit is fully occupied evaluating the Commanding Officer's priority areas, of which crime prevention is not included.

Conclusion:

It is very important that the community and the police work hand in hand to achieve the common goal of helping to provide a safer and healthier community. It is evident that the police cannot do everything themselves, nor can they be at every street corner in the City, but with the "eyes" and "ears" which volunteers from the Block Watch program offer, the task becomes a team effort and therefore more successful. It is estimated that there is a drop of approximately 40% of criminal activities in areas where a Block Watch program is in existence.

Traditionally and historically the RCMP functioned as a para-military organization, but developed into a first class police force. Organizationally the RCMP subscribes to the community-policing concept. Locally the mission statement clearly states:

"The Richmond RCMP Detachment will strive to provide the community of Richmond with more open, effective and service-oriented Police Service by promoting a partnership between the people and the police.

Through this partnership, we will work together to identify, prioritize and solve problems with the goal of improving the overall sense of safety and security within the community.

Police services must be designed and delivered in such a way that they meet the unique needs of the community of Richmond."

However, in practice this concept is very slow in being implemented by the RCMP and the community. The community still seems to think and act in the "reactive" manner, they only call the police in a crisis situation, to partnership with the police is still somewhat foreign to them. Perhaps in time there will be a closer more meaningful liaison between the civilian component and the uniformed member, through the educational exposure originating from Community Police Stations.

In summary, the Block Watch program is a well-known program established to increase public safety. It is based on a healthy cooperation and mutual respect between the local police force and people in the community. The program depends on municipal and provincial governmental funding for its existence. While the Block Watch program has a good overall reputation in Richmond, certain improvements could be made on the local level. Following are suggestions, which could make this program even better:

Recommendations

1. That a more in depth evaluation of the Block Watch Program be conducted and completed by April 2000 to determine the needs and resources required to sustain and expand this program.

2. That the RCMP and the *Advisory Committee on Policing* develop a Year 2000-2001 Business Plan for enhancement of the program for presentation to City Council.

3. Target market ethnic groups. It would be a prudent, practical and shrewd move to train people enabling them to make Block Watch presentations in their native tongue.

4. Determine how Community Police Stations can become involved in the administration of the program.

5. To annually review the Block Watch program for reporting to RCMP management and City Council.

Blockwatch Comparisons

City	Year	Population	Blockwatch House Holds	Single Family Homes	Multi-Family Homes	Paid Coordinators	Paid Asst. Coordinators	Volunteer Area Coordinators	Volunteer Block Watch Captains	Support Volunteers	Crime Prevention Management
lchmond	1998	154,700'	7,600 (11.29%)	5375	2225	NCO I/C CP/VS 5%	1	15	350	4	police
rth 'ancouver)istrict	1996	83,585	Approx. 3,000 (3.5%)	N.A.	N.A.	1 police (full-time) 1 civilian	0	13	Approx. 80 zone coordinators Approx. 650 captains	1	police
	1997	80,418									
	1998	85,442									
urrey	1996	304,000	Approx. 21,000 (11.2%)	N.A.	Approx. 250	1	2	Approx. 1,200	Approx. 1,200	Approx. 8	police
	1998	332,836									
	1999	330,000									
	2001	357,000									
urnaby	1996	179,209	10,000 (15.8%)	N.A.	N.A.	2 civilians	1	Approx. 90	Approx. 900 to 1,000	Approx. 10	police
	1998	189,513									
	2001	198,105									
)elta	1996	99,233	Delta doesn't have Blockwatch. They have Neighbourhood Watch, which is looked after by the citizens of Delta, not Delta Police Dept.								
	1998	101,195									
	1999	95,675									
.bbotsford	1996	109,758	2,600 (6.9%)	N.A.	N.A.	3 unpaid coordinators (civilian)			N.A.	239	police
	1998	113,576									
	1999	124,000									
	2000	· 124,000									

iovember 9, 1999

Richmond Hot Facts – 1998 Census

i6304 /

Appendix II – Block Watch Program Review – Terms of Reference

Block Watch Program Review – Terms of Reference

Introduction:

City Council at their December 13, 1999 meeting adopted a number of recommendations from the Community Services Committee and the Citizens' Advisory Committee on Policing (CACP) including the following *"that a more in-depth evaluation of the Block Watch Program be conducted and completed by April 2000, to determine the needs and resources required to sustain and expand this program, and that the Advisory Committee on Policing report to Council report to Council by May 2000 on their findings"*.

Objectives:

The objectives of the review are:

1. to clarify the roles and responsibilities of the City and the RCMP in the administration of the program

2. to determine whether adequate resources have been allocated so that the effect of the program is optimal

3. to determine the most effective linkages with other neighbourhood programs (i.e. emergency preparedness, block parties, school traffic safety) in order to improve the effectiveness of all of these programs.

Process:

The project is to be undertaken under the direction of the General Manager, Urban Development, with comment, advice and recommendations from the CACP. The product of the review will be a report to the Community Services Committee of City Council providing recommendations on all of the objectives noted above as well as any other recommendation relating to the program in question.

Tasks:

It is anticipated that the following tasks will be undertaken in the course of the review:

➢ seek comment from persons associated with the program, including, but not limited to: civilian staff responsible for the program, RCMP, citizen volunteers and homeowners, city staff in the Recreation & Culture, Transportation, Fire/Rescue and Property Use & Administration Departments, school district staff.

➢ review literature associated with the review including the recent findings from the CACP report to Council

➢ compare Richmond's program with that of similar jurisdictions

143931 / March 29, 2000

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Appendix III – List of Block Watch Society of BC Members

Block Watch Society of BC Membership (2000)

ABBOTSFORD POLICE DEPARTMENT
2838 JUSTICE WAY, ABBOTSFORD, V2T 3P5, (604) 870-4145   Fax: 870-4150

    CST. JOHN SKORUPA   870-4149
    MR. AI PARKIN
    MR. STEEVE LESPERANCE

AGASSIZ RCMP
6869 LOUGHEED HIGHWAY, AGASSIZ, BC, V0M 1A0, (604) 796-2211   Fax:

    CPL. EMIL SPIKOWSKI

ARMSTRONG
PO BOX 40, ARMSTRONG, BC, V0E 1B0,   Fax:

    MR. JOHN TRAINER

BC CRIME PREVENTION ASSOCIATION
12206 - 86TH AVENUE, SURREY, BC, V3W 3H7, (604) 594-1552   Fax: 594-1552

    MS. SHARRON LYONS   info@bccpa.org
    MS. MARTHA MCARTHUR
    MS. STELLA JO DEAN   987-6085   stellajodean@hotmail.com
    MS. ELIZABETH SHACKLETON

BURNABY RCMP
6355 DEER LAKE AVENUE, BURNABY, BC, V5G 2J2, (604)   Fax: 294-7806

    MS. CARLA STEVENS   294-7781   carla.stevens@rcmp-grc.gc.ca

CAMPBELL RIVER RCMP
275 SOUTH DOGWOOD STREET, CAMPBELL RIVER, BC, V9W 8C8, (250) 286-6221   Fax: 286-3983

    CST. BILL ANGER   286-6221   rcmp-cr@oberon.ark.com

CHILLIWACK RCMP
46186 YALE ROAD, CHILLIWACK, BC, V2P 2P1, (604)   Fax:

    MS. PATTI HAMILTON   702-4444

COQUITLAM RCMP
2986 GUILDFORD WAY, COQUITLAM, BC, V3B 7Y5, (604)   Fax: 552-7304

    MS. LAURIE BURTON   945-1576
    MS. HEATHER MCRITCHIE   945-1579

DELL VIDEO PRODUCTIONS
102 - 15015 VICTORIA AVENUE, WHITE ROCK, BC, V4B 1S2, (250)   Fax:

    MR. DAVID DELL   541-6333

<u>ESQUIMALT POLICE DEPARTMENT</u>

500 PARK PLACE, VICTORIA, BC, V9A 6Z9, (250)   Fax: 388-6248

CPL. TOM WOODS   385-1441

<u>LADYSMITH RCMP</u>

PO BOX 280, LADYSMITH, BC, V0R 2E0, (250) 245-1118   Fax:

MR. MATT WALKER

<u>LANGLEY RCMP</u>

22180 - 48A AVENUE, LANGLEY, BC, V3A 8B7, (604)   Fax: 532-3239

MS. GERRIE WISE   532-3213   gerrie.wise@rcmp-grc.gc.ca

<u>MARCOM AGENCY LTD.</u>

38 - 1355 CITADEL, PORT COQUITLAM, BC, V3C 5X6, (604)   Fax: 945-4716

MR. DON PULLINGER   945-4716/Cell:729-8594   don@marcomagency.com

<u>MINISTRY OF THE ATTORNEY GENERAL</u>

401 - 5021 KINGSWAY, BURNABY, BC, V5H 4A5, (604)   Fax: 775-2674

MR. TERRY SKARBO   775-2026
MS. WENDY TAYLOR   660-2524

<u>MISSION RCMP</u>

7171 OLIVER STREET, MISSION, BC, V2V 6H2, (604)   Fax: 820-3548

CPL. BRIAN FOOTE   820-3518
MS. BRENDA PLAYDON   820-3566

<u>NEW WESTMINSTER POLICE COMMUNITY RESOURCE CENTER</u>

731 COLUMBIA STREET, NEW WESTMINSTER, BC, V3M 1B2, (604) 525-5411   Fax: 517-2402

CST. BRUCE BALLINGALL   517-2405

<u>NORTH VANCOUVER RCMP</u>

147 EAST 14TH STREET, NORTH VANCOUVER, BC, V7L 2N4, (604)   Fax: 990-7450

MS. SANDY POTTER   985-0800
CST. DALE WAGNER   985-1311 (1-4391)

<u>ONE HUNDRED MILE HOUSE RCMP</u>

???, 100 MILE HOUSE, BC, ???, (250)   Fax:

MS. BARB GEURTSEN

<u>OSOYOOS RCMP</u>

PO BOX 960, OSOYOOS, BC, V0H 1V0, (250)   Fax: 495-7416

CPL. TERRY WILD

176

PENDER HARBOUR COMMUNITY POLICING STATION

P.O. BOX 402, MADEIRA PARK, BC, V0N 2H0, (604) 883-2026   Fax: 883-2739

MR. ED   KEELING   885-1066   kathleen_hovey@sunshine.net

PENDER ISLAND RCMP

PO BOX 122, PENDER ISLAND, BC, V0N 2M0, (250) 539-5148   Fax:

CPL.   SMAWLEY   539-8112

PENTICTON RCMP

CPU, 1101 MAIN STREET, PENTICTON, BC, V2A 5E6, (250) 770-4721   Fax:

MR. AL   FISNEY

PORT MOODY POLICE DEPARTMENT

3051 ST. JOHNS STREET, PORT MOODY, BC, V3H 2C4, (604)   Fax: 931-4448

MR. JULIUS   YUEN   931-6666   pmpd@intergate.bc.ca

PRINCE GEORGE RCMP

1156 - 4TH AVENUE, PRINCE GEORGE, BC, V2L 3J3, (250)   Fax: 562-8331

CST. AMELIA   HAYDEN   561-3367

QUESNEL RCMP

345 ANDERSON DRIVE, QUESNEL, BC, V2J 1G3, (250)   Fax: 992-9312

CST. TOMMY   MACKINTOSH   992-9211 (239)
MS. CANDACE   KING

RCMP "E" DIVISION CP/VS

5255 HEATHER STREET, VANCOUVER, BC, V5Z 1K6, (604) 264-3111   Fax: 264-3546

SGT. PAT   WALSH   264-2230

RICHMOND RCMP

6900 MINORU BOULEVARD, RICHMOND, BC, V6Y 1Y3, (604)   Fax: 207-4792

MS. LYN   SCOTT   207-4790

RIDGE MEADOWS RCMP

11990 HANEY PLACE, MAPLE RIDGE, BC, V2X 9B8, (604)   Fax: 465-9151

MS. SHARLEEN   VERHULST   467-7644

SAANICH POLICE DEPARTMENT

760 VERNON AVENUE, SAANICH, BC, V8X 2W6, (250) 475-4321   Fax: 474-4398

MS. KAREN   WALLIS   475-4365
CST. IAN   RITCHIE   475-4346/Pgr:389-7686

SOOKE RCMP

BOX 40, 2076 CHURCH ROAD, SOOKE, BC, V0S 1N0, (250)   Fax: 642-3247

   CST. MARIE-ANN DAVIDSON   642-5241

SQUAMISH RCMP

BOX 1880, SQUAMISH, BC, V0N 3G0, (604)   Fax: 898-4712

   CST. DAN SEWARD 898-9611
   MS. SHELLEY GATZKE 898-9611

SURREY RCMP

14355 - 57TH AVENUE, SURREY, BC, V3X 1A9, (604)   Fax: 502-6239

   MS. MARY-ELLEN COPLAND 599-7684/502-6560
   MS. MARLENE DROZDA 502-6509
   MS. CHRISTINE CALDER 599-7694/502-6561

UBC RCMP

2990 WESBROOK MALL, VANCOUVER, BC, V6T 2B7, (604) 224-8714   Fax: 224-4759

   CST. DANIELLE EFFORD   224-8714   danielle.efford@rcmp-grc.gc.ca

VANCOUVER POLICE DEPARTMENT

2120 CAMBIE STREET, VANCOUVER, BC, V5Z 4N6, (604)   Fax: 665-3509

   CST. TREVOR BLACK 717-2884   trevor_black@city.vancouver.bc.ca
   MS. IRENE GOSS 717-2857   irene_goss@city.vancouver.bc.ca

WEST VANCOUVER POLICE DEPARTMENT

1330 MARINE DRIVE, WEST VANCOUVER, BC, V7T 1B5, (604) 925-7358   Fax: 925-5937

   CPL. JANIS JEAN 925-7353   www.wvpolice.org

WHITE ROCK RCMP

15299 PACIFIC AVENUE, WHITE ROCK, BC, V4B 1R1, (604)   Fax: 541-5113

   MR. GARY BUCKBOROUGH
   CST. MIKE LANE 541-5113

WILLIAMS LAKE RCMP

575 BORLAND STREET, WILLIAMS LAKE, BC, V2G 1R9, (250) 392-8701   Fax: 392-8707

   CPL. JACQUES DRISDELLE 392-8704

Appendix IV – Block Watch Survey

City of Richmond - Block Watch - Survey of Other Municipalities

The purpose of the Survey is to compare Richmond's program with other city's on the basis of population, participation and other factors, and to see how Richmond's program can be enhanced based on the experience of others. If requested a copy of the results will be sent back to those participating. Depending on the knowledge level of the person responding to the survey - it should take between 15 and 30 minutes.

Name of Municipality:_____

Population: _____ as of _____ :

Block Watch program contact person:_____ Telephone #_____
Fax #_____

Who is responsible for administrating the Block Watch program?
City_____
RCMP_____
Municipal Police_____
Other _____- please explain

(by this we mean after the funding is approved - who is responsible for deciding how the money is spent and the program run)

More specifically - What is the City's responsibility?

- What is the police responsibility?

- Others involvement?

How many paid staff?_____

Please break these down by title, a brief description of what they do, and % of their time spent on the program:

Position Title	Brief Description of their job	% time spent

What are the current number of Volunteers in the program?_____.

        - Area Coordinators_____
        - Captains and Co-Captains_____
        - Others _____- please specify:

How many households are involved ?_____
How does this compare with 3 years ago?_____

Do you have projected numbers over the next 3 years?_____

How do you check to ensure these remain active e.g. people have moved away or lost interest or?_____

_____
_____
_____.

When is the last time you adjusted your numbers based on the increases or decreases noted above?_____

How much were they adjusted by?_____

Have you done any analysis on the effectiveness of the program in your community?_____

       If yes - please explain, and provide us a copy by fax

Do you have a breakdown of the dwelling units per type that exist in your community?_____

       If so, please advise?

Is your Block Watch program tied into any other programs?
_____

If yes -please advise which ones _____
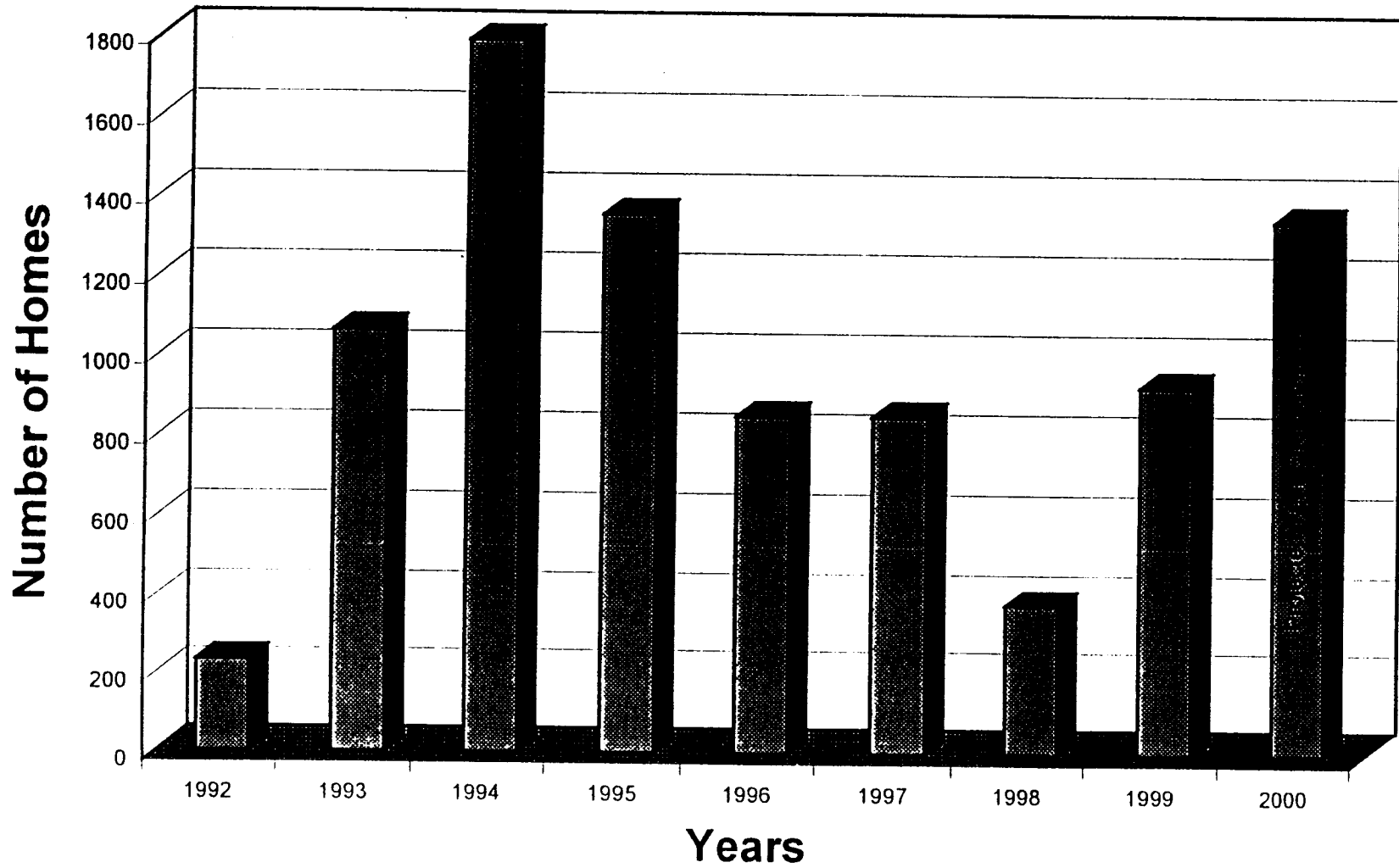
       Please explain how

       Please provide a contact name and number

Do you do an annual report on the program? _____ If yes could you fax us a copy?

Is there anything else that you might pass on that would assist us in evaluating our program?

Appendix V – Block Watch Growth

Growth Of Block Watch Program

A bar chart titled "Growth Of Block Watch Program" with the y-axis labeled "Number of Homes" (ranging from 0 to 1800) and the x-axis labeled "Years" (1992 to 2000). Approximate values: 1992 ≈ 250, 1993 ≈ 1080, 1994 ≈ 1800, 1995 ≈ 1360, 1996 ≈ 860, 1997 ≈ 860, 1998 ≈ 380, 1999 ≈ 920, 2000 ≈ 1330.

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Appendix VI – RCMP – " Business Case Report – Richmond Block Watch Budget submission"

Business Case Report
Richmond Block Watch

Ms. Lyn Scott, Block Watch Ass. Coordinator
W.D. Laurie, Sgt., Richmond CPVS

July 10, 1999

Richmond RCMP Detachment
6900 Minoru Blvd.,
Richmond, B.C. V6Y 1Y3

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Preamble

The contribution of the Block Watch Program directly addresses the mission of the City of Richmond because it measurably improves the safety and livability of our City.

The Richmond Block Watch Program was established in 1992 and is based upon the North American Block Watch Program that began in Seattle 1986. The principles of the Block Watch Program are 'neighbour helping neighbour'. Residents on a street form a communication chain. They are committed to watching out for each other and reporting all suspicious activity. The overall intent of the Block Watch Program is to reduce residential crime. This program is a major contributor to both crime prevention and community policing strategies.

Since 1992 the Richmond Program has grown to encompass over 7,000 households in 320 neighbourhoods. The program is currently supported by one full-time Assistant Coordinator (there is no Block Watch Coordinator position) 4 office based volunteers and 12 volunteers involved in delivering the Block Watch newsletters. In addition there are 16 Volunteer Area Coordinators, 340 Block Captains and CoCaptains.

Problem Definition

Initial growth (as seen in the graph in appendix." A") was dramatic as home owners came to learn the benefits of the program and strove to join. This group of residents require constant maintenance in order that the crime prevention goals continued to be met. By 1997 it became clear that in order to grow, more resources would be needed. Volunteers became essential and were certainly an integral part of the continued success. This report will provide compelling evidence that continued growth cannot be assured without the addition of another full time, paid resource.

Recommended Solution

We recommend that the Assistant Coordinator of the Richmond Block Watch Program be promoted to the position of Coordinator. We recommend the hiring of an Assistant Coordinator for the Richmond Block Watch Program.

In this way, growth of the program and maintenance of the participants will occur. Several benefits will become apparent. Not only will the home owners be safer, but the citizens of the City will **feel** safer in their homes. Calls for police service will be reduced.

The requirement for a uniformed police resource will be deminished by hiring an Assistant Coordinator for this program.

Selection Criteria

The criteria required to select the Assistant Coordinator for the Richmond Block Watch Program would be identical to those used to select the incumbent.

Alternatives

1.   Remain at current resource levels.

2.   Recruit more volunteers.

3.   Seek more police resources.

4.   Seek more Municipal resources.

Richmond RCMP   Name of Project • July 17, 1997 • 5
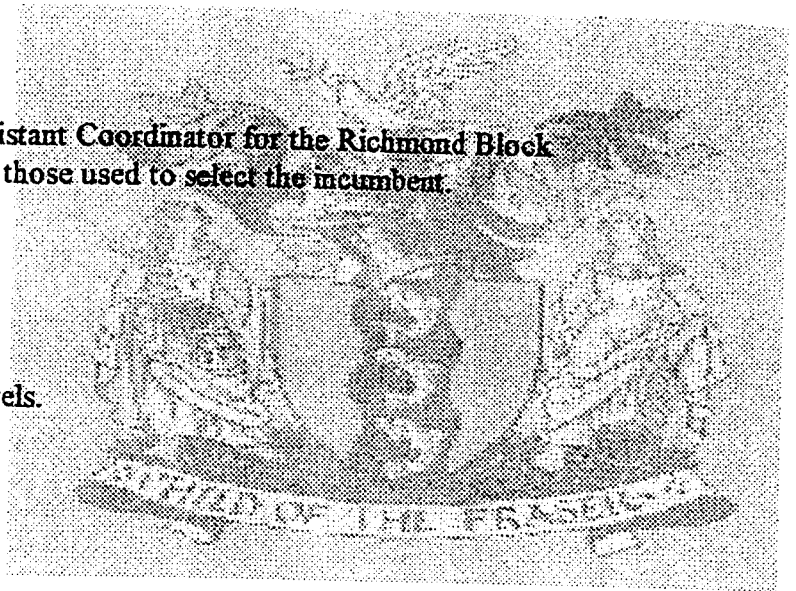
Analysis of Alternatives

Non Financial Issues:

1. Without additional resources it can be anticipated that
    the 7200 homes currently established with Block Watch
    would grow at a very slow pace. The City of Richmond
    would then accept that the remaining 43,000 homes would not benefit from
    this Crime Prevention Program.

2. Volunteers do not possess the skills required to represent the Police.
    Volunteers require security   clearances and access to police information
    which requires police attention. Volunteers are only available at their
    convenience. Volunteers are not adaptable to the shifts and to the tasks of
    program maintenance and program growth.

3. The effectiveness of the Block Watch Program is enhanced because
    Municipal employees are seen by the public as part of the community in a
    way that police resources are not. It is an advantage to find roles which
    can become by civilians which will enable the police to perform roles which
    only they can perform.

4. The hiring of an Assistant Coordinator will provide consistency, pliable
    resource, which will enable the program to both grow and be maintained.
    This Assistant Coordinator can also be deployed in the roles of volunteer
    recruiter and maintenance.

FINANCIAL ISSUES

1. The City of Richmond will be expending resources for a program that
    benefits a small number of the residents without a real opportunity to reach
    sustained success. This is an important program to the residents and to the
    RCMP and the City spends relatively little, at present, toward it's success.
    Objective analysis of the money spent now could include the view that
   money is being wasted since complete success will not be reached at this

level and for the long term.

2. The effectiveness of the current Assistant Coordinator will be further reduced if more energy is needed to recruit and train volunteers whose qualifications are not complete. This option does not address the issue of whether the current expenses are efficient.

3. The cost of providing an additional police resource is too high. Also, there is no guarantee that police resources provided will be used in this role. It is important in our community to assist the police with civilians where possible.

4. For an additional $45,000 the City of Richmond can have both a Coordinator and an Assistant Coordinator of the Block Watch Program which will provide more than that amount of crime prevention. By reducing the number of residential break-ins the community will feel safer, they will be safer and the police resources can be better used elsewhere. This expenditure will pay for itself. This resource cannot be used in another unit. Participating homes and volunteers will be maintained at a growing rate.

Appendix "A"

Objectives

The objective is to enhance our crime prevention capability through renewed growth of the Richmond Block Watch Program. This new resource will enable that growth to take place. Growth will be easily measurable as will be the reported property crimes.
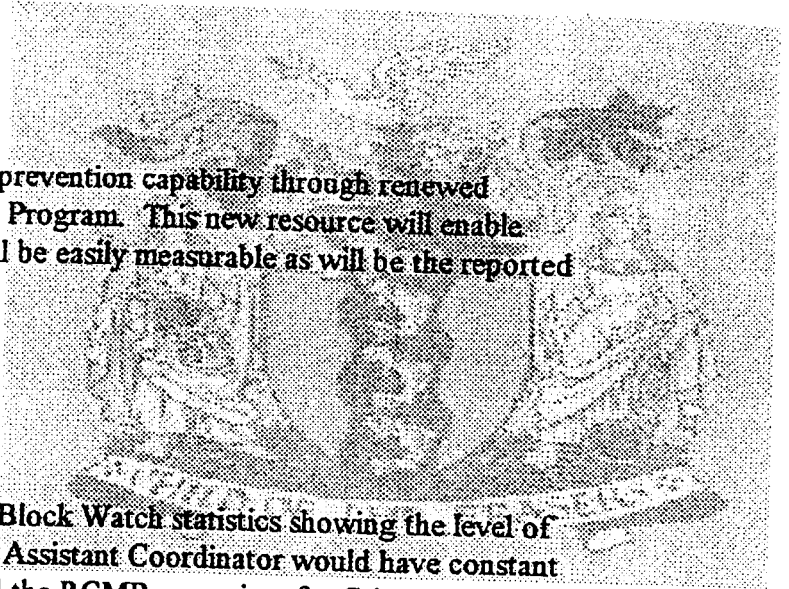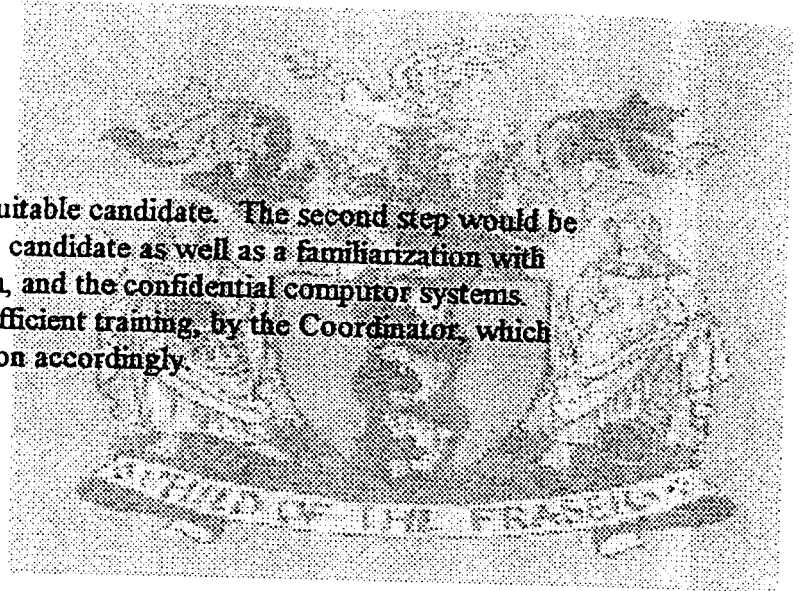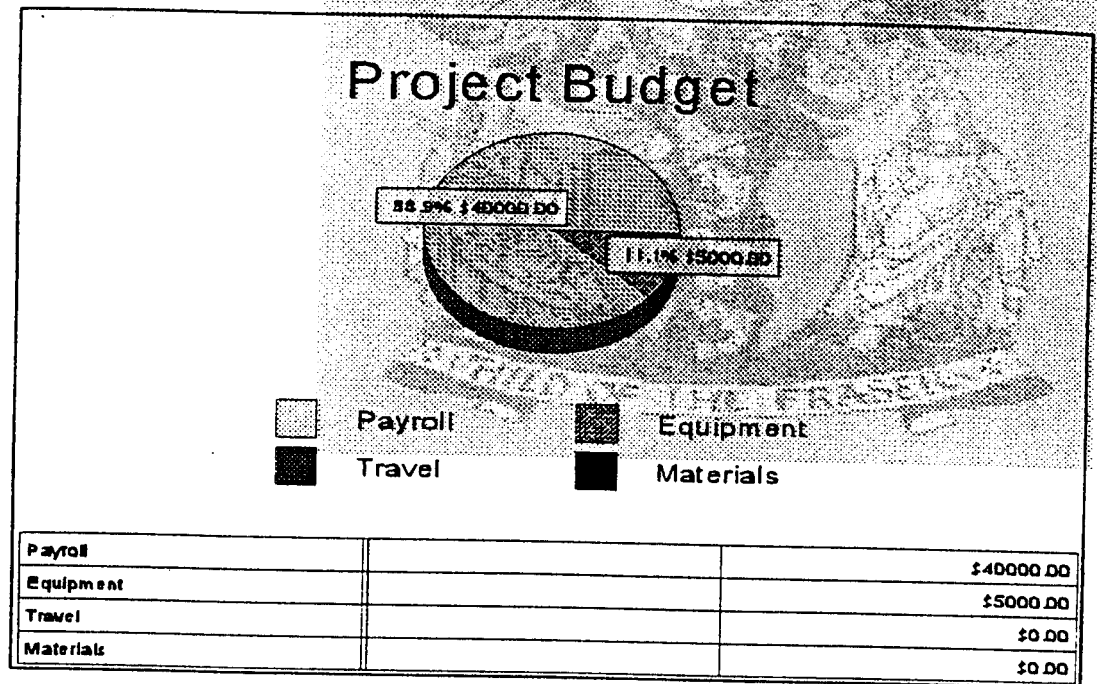
Measurements

Monthly Mayors Reports will include Block Watch statistics showing the level of growth of the program. The proposed Assistant Coordinator would have constant evaluation by both the Coordinator and the RCMP supervisor for Crime Prevention.

Needs

The first step would be to identify a suitable candidate. The second step would be to provide a security clearance to that candidate as well as a familiarization with the RCMP, the Block Watch Program, and the confidential computer systems. The third step would be to provide sufficient training, by the Coordinator, which will enable the new resource to function accordingly.

Richmond RCMP

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Budget

Project Budget

Payroll		$40000.00
Equipment		$5000.00
Travel		$0.00
Materials		$0.00

Benefit/Cost - Net Present Value Analysis

In Richmond over the past 12 months we have had over 900 residential break and enters. In most of these occurrences an RCMP member has been required to expend from one to six hours per case to travel to the home, to write a report, to itemize exhibits and investigate in other ways. Court costs, file administration and overtime account for additional expenses. These 900 hours can be reduced by 40% if the community was involved more fully with the Block Watch Program. The expenditure of $45,000 pales dramatically when compared to the expense currently endured because of these crimes. A reduction in break and enters will go a long way to restore in citizens the feeling of safety. An ounce of prevention is worth a pound of cure.

Summary

By preventing crime, the police are able to provide more service to the community. A $45,000 expendure will deliver to the community a much higher return. The benefits impact directly on the City's committment to make Richmond the safest and most liveable city in Canada. The citizens homes will be safer, the citizens will feel safer and the police can spend more time providing meaningful service to the community. The Block Watch Program involves partnership with the public plus volunteerism. It encourages the public to be the eyes and ears of the police and shows the public that there is hope and that being part of the solution makes for a stronger bond with the community. The Block Watch Program has proved its worth but must have more resources in order to grow. It will become more effective as it grows. The total goal is getting 80% of households involved. For a reasonable investment it allows us to take a stepwise approach to the goal that allows us to reach a significant penetration. After a period of time with this new Ass. Coordinator for the program, it would allow us to evaluate future needs.

Organization

Person	Responsibility	Supervisor	Phone Number
Sgt. W.D. Laurie	Overall Program	Insp. Speevak	276-4239
Ms. Lyn Scott	Coordinator	Sgt. W.D. Laurie	276-4333
New Resource	Assistant Coord.	Ms. Lyn Scott	278-1212 x 2295

Necessary Equipment

Item	Price	Model	Specifications
Computer	$4,000.00	w/Monitor	Y2K Compliant
Office Furniture	$1,000.00		Desk/bookshelf
	$0.00		
	$0.00		

References

Whenever applicable or advantageous, include your references/resources, with names, organizations, and contact information.

Name
Position
Institution
Phone number
Address
E-mail address

Name
Position
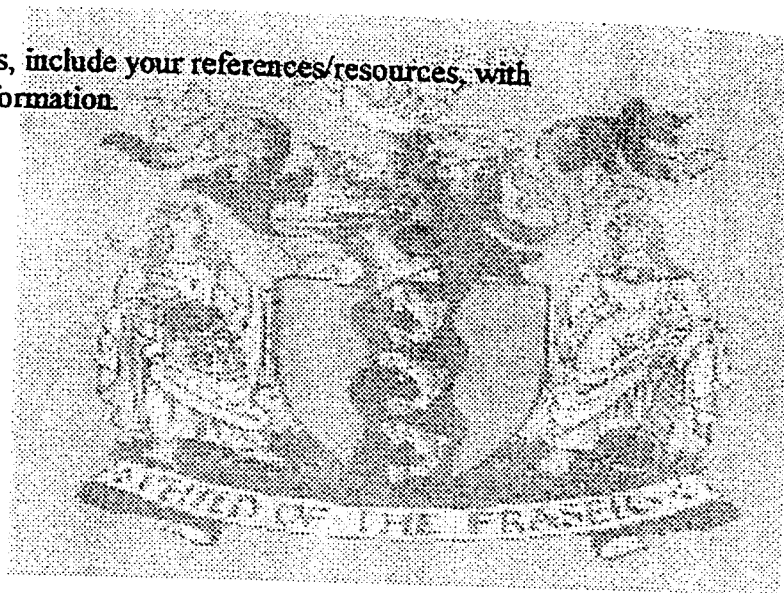Institution
Phone number
Address
E-mail address

Name
Position
Institution
Phone number
Address
E-mail address

Appendix VII – List of some of those contacted and agencies represented

BLOCK WATCH PROGRAM STUDY

LIST OF SOME OF THOSE CONTACTED AND AGENCIES REPRESENTED

Mayor G. Halsey-Brandt, City of Richmond
Inspector Al Speevak RCMP
Ms. Lynn Scott, Assistant Block Watch Coordinator
John Stark, John Talbot & Associates Inc.
Mike Redpath, Manager – Parks Administration and Programs
Scott Vallance, Coordinator – Victim/Witness Services Program (RCMP)
Bonnie Gallagher – Youth Services (RCMP)
Hilda Ward, Staff Liaison, Citizens Advisory Committee on Policing
Rick Stene, Fire Prevention, Fire Department
Loren Slye, Community Education, Fire Department
Anne Stevens, Manager, Customer Service
James Lavery, Chair, Citizens Advisory Committee on Policing
Fred Ursel, Member, Citizens Advisory Committee on Policing and Chair, Committee Report-Block Watch
David McLellan, General Manager, Urban Development
Jim Bruce, General Manager, Finance and Corporate Services
Sandra Tokarczyk, Manager Property Use and Administration
Jean Garnet, President of the Richmond District Parent Association
Ed Ryall, RCMP - Steveston
Karen Best, RCMP - Southarm
Jane Addison, Richmond Health Services
Don Pearson, Civilian Supervisor, RCMP
Marg Elfstrom, Recreation and Cultural Services
Suzanne Bycraft, Sanitation and Recycling
Gordon Chan, Transportation

Municipal Survey respondents are shown on Table 1