



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 26, 2010
From: Phyllis L. Carlyle **File:** 09-5000-01/2010-Vol 01
General Manager, Law & Community Safety
Re: Law & Community Safety 2009 Achievements & 2010 Priorities

Staff Recommendation

That the Law & Community Safety 2009 Achievements & 2010 Priorities Report be received for information.

Phyllis L. Carlyle
General Manager, Law & Community Safety
(604-276-4104)

Att. 1

FOR ORIGINATING DEPARTMENT USE ONLY		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> <i>JK</i>	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <i>GD</i> <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Staff Report

Origin

Since its consolidation in 2007, the Law & Community Safety Department has presented, on an annual basis, its Achievements and Priorities report, which outlines the Department's activities for the previous year, and identifies priorities for the coming year.

At the Community Safety Committee meeting of March 10, 2009 Committee members requested that comparison of statistical information from previous years be included in future reports, together with goals from previous years.

The attached report, "Law & Community Safety – 2009 Achievements and 2010 Priorities" supports the Council's stated goals of:

Ensure Richmond remains a safe and desirable community to live, work and play in through an interdisciplinary approach to community safety and a term strategy that results in:

- *Continued staff involvement in the UBCM contract negotiation process, with periodic updates to Council to assess the effectiveness of the process*
- *Preparation of the appropriate policy papers on RCMP contract related issues*
- *Discussion with Council regarding policy direction for issues related to fire services provincially*
- *Discussion with Council on the implementation of changes in the culture of Richmond Fire Rescue*

Analysis

The Law & Community Safety Department represents a significant portion of the City's staffing, equipment, facilities and vehicle resources. Therefore, the Department has and will continue to provide regular reports to Council on its performance.

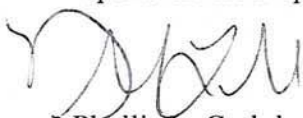
The Department is now in its second year of a 3 year operating plan, which was developed to provide the Department with an overall, coordinated direction.

Financial Impact

There is no financial impact associated with this report.

Conclusion

The Law & Community Safety Department will continue to provide Council with progress reports on the Department's performance.



Phyllis L. Carlyle
General Manager, Law & Community Safety
(604-276-4104)



Law & Community Safety

2009 Achievements

2010 Priorities

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Overview

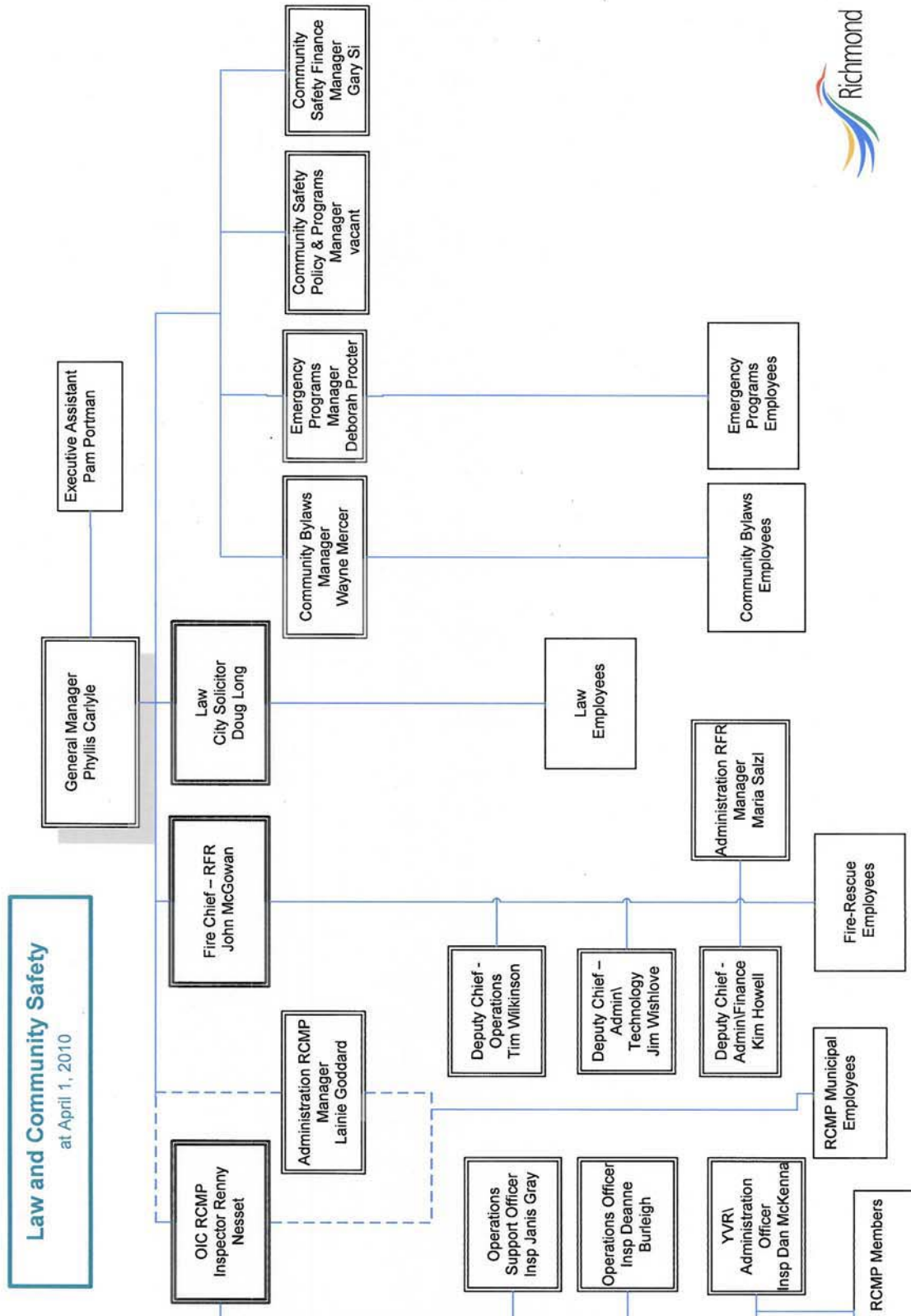


The 2009 Achievements and Priorities have been reported regularly to Council through a series of reports from the RCMP, Fire-Rescue, Community Bylaws and Emergency Programs on both specific and general activity. The practice of preparing an annual summary ensures that Council's goals and objectives for the safety of its citizens are met or exceeded.

In both 2009 and early 2010 the priority for the Department has been the planning, preparation and exercising for the 2010 Winter Olympic Games, the O Zone, and the accompanying community events. The City benefited from this opportunity to bring first responders together to streamline protocols and thus enhance service delivery.

With Council's continued guidance in the establishment of the priorities and goals for the Department, the citizens will be well served. The members of the Department continue to provide each and every day the highest level of dedication to the citizens of Richmond.

This annual report provides an overview of activities. Monthly reports will continue to inform on the activities of the unique disciplines that are combined within the Department.



Our Mission:

To enhance the safety and quality of life of those who live, work and play in Richmond



Law and Community Safety

2010 Operational Plan

The Department has developed a three-year plan, which includes five strategy areas. In 2010 the Operational Plan has identified a number of initiatives under each strategy. These initiatives will form part of each division's priorities for 2010.

Strategy #1 People - Effectively securing and managing all the people resources needed to successfully fulfill our mission

Strategy #2 Planning, Prevention & Preparedness - Taking a proactive approach to Community Safety

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

Strategy #4 Investigation and Enforcement - Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

Strategy #5 Collective Partnerships - Engaging internal and external partners working together to achieve a safer community

Fire Rescue

2009 Priorities

Strategy #1 People - Effectively securing and managing all the people resources needed to successfully fulfill our mission.

- Build a foundation for Cultural Transformation activities including:
 - Developing an overall 5-year cultural transformation plan with internal and external stakeholders, which includes researching best practices, defining expectations and norms, delivering related education and training, partnering with the multicultural community, to build an inclusive, diverse workforce and deliver services that align with a diverse population.
 - Developing a leadership framework, identifying core competencies and linking annual learning plans to performance evaluations and succession plans.
 - Continuing to develop existing firefighter outreach and recruitment programs.
 - Developing an overall succession plan for Fire-Rescue.
 - Develop and implement the FDM Training Certification module to manage staff training records.

2009 Achievements

Cultural Transformation

- Fire-Rescue's goal is to have a diverse workplace that is inclusive. A number of activities in support of this goal occurred in 2009 including:
 - Developing a framework that builds capacity for a leadership style that is conducive to an inclusive department and based on work by the Canadian Association of Fire Chiefs. The competencies identify the roles, interpersonal skills and behaviors required in Richmond Fire-Rescue.
 - Introducing a pilot firefighter outreach initiative with Steveston/London School that provided 31 Grade 11 and 12 students with the opportunity to learn more about careers in the Fire Service through hands-on experience.

Training

- Fire-Rescue's vision is to have highly skilled staff that is an integral part of the safe community. New and on-going training contributes to retaining a highly skilled staff. In 2009 the following RFR training activities were undertaken:

Recruit and Probationary Firefighter Training

- Six new firefighter recruits hired in 2009 went through a two-month on-site Richmond Fire-Rescue training, education and evaluations prior to proceeding to their ten-month in-service introduction and evaluations.

Fire Rescue

- Twenty new firefighter recruits hired at different stages in 2008 continued with their in-service learning, monitoring, coaching and evaluations prior to being assigned onto a permanent operational shift.



- Rapid Intervention and High Rise Firefighting training response procedures have been amended with training to follow.
- Firefighter First Responder re-certification of one-third of front line firefighters.
- Forty-one of Fire's Hazardous Materials technicians received enhanced training during the evening portion of the night shifts with all firefighters receiving training in mass-decontamination.

Fire Officer Development continues for succession purposes with:

- The number of qualified fire investigators has increased, through training and mentoring, from 44% to 87% in 2009.
- Twenty senior firefighters completing Fire Officer I program at the JIBC, becoming fully qualified as officer pool members capable of acting as an officer in suppression operations.
- Twenty-two pool members and junior officers completed Fire Officer II training through the JIBC; qualifying them to become full Captains once a position becomes open.
- The final two of three phases of fire ground theory and live-fire training was completed as a component of Fire Officer development and Incident Command Systems training.
- Forty-five members of the officer group were educated with two days each of theoretical training, and one complete day each of live fire training at the Langley Fire Department's live burn facility.



Fire Rescue

2009 Priorities

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety.

- Develop a Departmental media communication plan.
- Develop Fire's Pandemic Plan as part of Emergency Programs initiative.
- Review and further develop Fire's key performance indicators.
- Develop Fire's multi-year Resource Plan including a fleet replacement plan.
- Develop an IT and Technology Plan for Fire-Rescue.
- Review the emergency vehicle operator and driver training program.

2009 Priorities

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community.

- Review the outcomes of the BC Fire Services Review.
- Manage the building of the new Steveston and Cambie (replaces Bridgeport) fire halls. Pursue the inclusion of a safety partner into the Cambie station.
- Develop an effective fire pre-plan process.
- Restructure the firefighter and fire scene accountability management systems.

2009 Achievements



- Media Communication Protocols developed.
- Key Indicator reports prepared to Council.

Fire Facilities & Equipment

Fire-Rescue's goal is to possess modern, well-maintained apparatus, equipment, and facilities. The following was achieved in 2009:

- Reported to Council on the status of the Fire Service Review.

Fire Facilities:

- Shellmont Fire Hall: Construction and seismic upgrade to this Fire Hall is complete with the official public opening event held October 3, 2009.
- Steveston Fire Hall: Relocation of the house on the expanded site to the south of the existing fire hall was completed and temporary crew quarters and truck structures installed.

Fire-Rescue

2009 Priorities

- **Canada Line**
 - Develop Standard Operating Procedures; complete training (including exploring joint training opportunities with Vancouver Fire and providing station safety familiarization to fire staff); securing equipment; and developing response models.
 - Develop operational protocols with the seven safety partners and assist with the implementation of communication components in support of the Canada Line operation.
- **Olympics** – Develop an Olympic strategy for Fire-Rescue, including:
 - Developing a Safety & Security Plan for Richmond's Olympic Celebration zone.
 - Developing Fire's Standard Operating Procedures. Determining Fire staff roles in the Olympic events.
 - Developing an information dissemination and staff familiarization plan.
 - Identifying the approval process for temporary tents, structures & permanent development. Discussing the occupancy and regulation requirements associated with the event. Facilitate the development of GIS and other on-line venues that allow Olympic pre-plan information and Standard Operating Procedures to be disseminated to fire staff.

2009 Achievements

- Demolition of the old Fire Hall and completion of fire hall design plans are anticipated by year-end.
- **Cambie Fire Hall:**
Decision made to include Fire's Training and Emergency Vehicle operations in this fire hall.
- **Crestwood Fire Hall:**
Building envelope repairs commenced to exterior, roof, and hose tower and are expected to be completed by year end.
- Completed orientation training of Canada Line facilities and trains for all members.
- Developed an incident response model for emergencies on the Canada Line.

Equipment:

- A new Rescue Pumper truck valued at \$700,000 was delivered, outfitted and publicly presented in July 2009.

Olympics

- Prepared for the Olympics by participating in the bronze, silver and gold exercises as well as a multi-agency hazardous materials exercise at Richmond General Hospital.
- Developed Fire's specific operational plans for the venue, urban domain, and O-Zone areas to ensure Olympic related City festivities are safe.



Fire-Rescue

2009 Priorities

Strategy #4 Investigation and Enforcement

Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation.

- Implement the new Fire Protection & Life Safety Bylaw No. 8306.
- Develop a company inspection plan.
Develop and implement an incident report-writing course.



2009 Achievement

Safety Programs / Initiatives

Fire Rescue's goal is to introduce safety programs that anticipate community needs, enhance the safety and security of the community, and delivers services through community partnerships, alliances, and effective working relationships. The following safety programs/initiatives were delivered in 2009:

Fire and Life Safety Program

- Fire Prevention staff were fully involved in the Olympic Oval and Canada Line ensuring that any potential fire and life safety issues were identified and addressed. Review components included: Olympic Oval and overlay, Canada Line, Stations and Canada Line Operations and Maintenance Centre.

Electrical Fire Safety Inspection Program

- Richmond's Electrical and Fire Safety program was reviewed after a full year's operation and realigned based on local and best practice field experience. The realigned program became fully operational in September 2009 with 15 inspections conducted and 7 addresses confirmed grow-ops in a six-week period.

Fire Incident Reporting Course

- Delivered Fire Incident Reporting course to all Officers.

New Vacant Premise Program

- Unsecured and nuisance vacant premises are a fire and life safety risk to the community. The Fire Protection & Life Safety Bylaw requires that vacant premise be secured and free from combustible and flammable materials. Fire-

Fire-Rescue



Rescue developed a program to focus on identifying the inventory of vacant properties and contacting property owners or agent to ensure the vacant premise is maintained. Priority is assigned to premises that require repeat response by Fire, RCMP, Bylaws and those that have increased risk to life safety.

- Full implementation of the Fire and Life Safety Bylaw No. 8306 is providing additional tools to support voluntary bylaw compliance and assists in dealing with community safety issues such as vacant buildings.
- An interface between the City's property management system and Fire's inspection records management system has been introduced that automatically populate fire's property database with the City inspectable addresses and contact information. This eliminates a need for fire to manually enter 16,000 inspectable addresses and contact related information.

2009 Priorities

Strategy # 5 Collective Partnerships -

Engaging internal and external partners working together to achieve a safer community.

- Enhance working relationships with YVR, Richmond Health Services, the RCMP, Harbour/Port Authorities and Safe Communities Richmond.
- Pursue community partnerships that would see all Richmond hotels and balconies made of combustible construction sprinklered by 2010.

Corporate Sustainability

- Develop a Sustainability Plan/Framework for Fire-Rescue including a sustainability action plan for fire halls.
- Investigate opportunities to incorporate a hybrid vehicle into Fire-Rescue.

2009 Achievement

- The GIS Analyst has brought together RFR and the Coast Guard in identifying 26 waterfront locations where both RFR emergency response crews and the Coast Guard agree are accessible, useable points to transfer patients or use as rallying points. These points are now identifiable in GIS for both agencies to refer to when needed.

Awards

- Richmond Fighters' Global Village Project received the following service recognition awards for their February 2009 work in El Salvador.
 - In August 2009, the Universal Peace Federation of Western Canada presented this group with a community award for their service to the community and their volunteer work in Southeast Asia and Central America.

Fire-Rescue

2009 Priorities

Fire-Rescue Strategies

Innovation

- Identifying new opportunities for revenue generation.
- Reviewing the functionality and best practices around Fire's turnout gear.



Communication

- Expanding Fire's work program development process to include a broader and more diverse group.
- Developing a checklist that identifies the purpose and value of each event that Fire-Rescue is planning or has been asked to attend. Use it to determine participation.
- Reviewing Fire's Standard Operating Procedures process to ensure they remain current, reflect strategic and corporate alignment/values, and follow an effective relevancy process.
- Reviewing Fire's internal and external communications methods.

2009 Achievement

- In September 2009, a Diploma of Recognition from the Consul General of El Salvador in Vancouver was presented for their construction project work in El Salvador.
- Richmond Fire Fighters participated in the 2009 World Police and Fire Games held at various venues throughout BC. Forty-six Richmond firefighters participated in twenty events with the following eight medals won:
 - Gold (2): Women's 1000m Sr. A Heavyweight Doubles Rowing (New WP&FG record); Over 35 Soccer
 - Silver (4): Women's 2000m lightweight master A Rowing; 50m Rifle (Team); Field Lacrosse; Squash
 - Bronze (2): 50m Rifle (Individual); Flag Football

Operational Statistics

Fire Calls	2009	2008
Structure	165	172
Vehicle	82	63
Outdoor	291	223
Subtotal	538	458
Other Calls		
Alarm Activated (no fire)	1075	1049
Explosion	0	1
False Alarm	689	808
Hazardous Materials	116	125
Medical	4583	4187
Motor Vehicle Incidents	1305	1424
Public Hazard	216	214
Public Service (e.g. assisting ambulance or police, lifts, locked in/out, special events, trapped in elevator, water removal)	710	717
Technical Rescue	8	6
Subtotal	8702	8531
TOTAL	9240	8989
Car Seat Inspections		
Infant car seat inspections	310	292

Fire-Rescue

2010 Priorities

Strategy #1 People – Providing an atmosphere to attract and develop innovative and professional staff

Sustainability – a plan/ framework for Fire-Rescue will be developed and staff educated.

Fitness / Wellness Program will be implemented, subject to funding, including a review and expansion of the Critical Incident Stress Management (CISM) program.

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety.

Telephone system will be selected and implemented to manage and automate the tracking of staff assignments.

Firefighter Recruitment Video – Will be completed and utilized for firefighter recruitment purposes.

Fire Records Management System will be enhanced to include the development and implementation of a Training Certification module to manage fire staff training records.

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

Steveston Fire Hall – Construction will commence with the project being completed in the spring of 2011.

Cambie Fire Hall – Plans for construction to be completed.

9-1-1 Call Taking Protocols – Changes, which provide improved emergency response to the public, are being directed through the Greater Vancouver Fire Chiefs' Association and will be considered in 2010. The protocol changes would affect calls for: motor vehicle incidents, aircraft crashes; technical specialty response calls.

2010 Olympics – Richmond Fire-Rescue will have delivered services to three venues, urban domain, and O-Zone in support of the 2010 Olympics.

Strategy #4 Investigation and Enforcement
Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

Fire Establishing Bylaw - A review of the City's Fire Establishing Bylaw will be conducted and a report on amendments prepared.



Emergency Programs

2009 Priorities

Strategy #1 People - Effectively securing and managing all the people resources needed to successfully fulfill our mission.

- Establish protocols for senior management response to major incidents not requiring EOC activation.
- Establish protocols for senior management response to major incidents not requiring EOC activation.
- Training in incident command and emergency operations centre roles to enhance the ability of the City to respond to emergencies.
- Continue development of Emergency Social Services Program by facilitating volunteer training and conducting an Emergency Social Services exercise to enhance the knowledge and skills of volunteers responding to assist evacuees.
- Operationalize translation capabilities at an emergency .

2009 Achievements

- A new *Evacuation Plan* for the City to ensure the safe evacuation of all or part of the City in the event of a major emergency or disaster was approved by Council.
- The *Richmond Extreme Weather Response Plan for the Homeless* was amended to reduce the severity of the criteria for activation so that the shelters are open more often for extreme winter weather, providing the homeless people with greater access to shelter.
- Planning for group lodging for the City was completed to address those times when commercial lodging is not available or adequate.
- Emergency Social Services – Volunteers provided personal disaster assistance for the immediate housing, food, clothing and incidental needs of 32 evacuees in 11 different incidents. (Down from 37 evacuees and 10 incidents in 2008, 300 evacuees in 15 incidents in 2007.)
- Oral translation services are now available at the site of an emergency through contract translation services.



Emergency Programs

2009 Priorities

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety.

- Development of a Pandemic Plan to ensure continuity of government and support to Vancouver Coastal Health in a pandemic .
- Finalize plans for emergency response during the Olympics.



2009 Achievements

- A new *Pandemic Plan* for the City was approved by Council in preparation for a pandemic, outlining the establishment of strategies for the provision of essential services to the community, the provision of protection for staff through workplace health and infection prevention measures and the support to Vancouver Coastal Health Authority in their response to a pandemic.
- A new Emergency Operations Centre (EOC) was established to respond to emergencies within the City at the Richmond Olympic Business Offices as City Hall EOC facilities would not be available during the Olympics.
- Operational plans for emergency response during the Olympics completed.
- Manager, Emergency Programs presented to the Canadian Forces Commanders in Edmonton on the City's preparedness for the Olympics on September 2, 2009.
- Received Joint Emergency Preparedness Program grant funding for:

Pandemic Plan	\$35,750
Smith Sabre 4000 (hazmat identification)	\$16,163
Proengin AP4C(hazmat identification)	\$12,260
Decontamination shower	\$16,400
- The City of Richmond was advised in 2009 that it was successful in a Joint Emergency Preparedness Program grant application for:

Ahura, (chemical spectrometer tool)	
(Purchased March 2010)	\$40,000

Emergency Programs

2009 Priorities

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

- Incorporate lessons learned from exercises into emergency response.
- Emergency management software purchase and implementation for the effective management of information during an emergency.
- Implementation of an emergency notification system, including the development of procedures, protocols, training, etc.

2009 Priorities

Strategy #5 Collective Partnerships - Engaging internal and external partners working together to achieve a safer community

- Participate in the Silver Olympic Functional Emergency Operations Centre (EOC) exercise February 9 – 13 with a full activation of the EOC on February 11th to respond to simulated incidents in Richmond.
- Participate in the YVR security exercise on April 22nd.
- Participate in the Provincial earthquake tabletop exercise on June 3rd.
- Participate in the Gold Olympic full-scale exercise in the fall with a full activation of the EOC and deployment of response personnel and equipment in the field.

2009 Achievements

- After action review of exercises led to enhanced emergency response through additional training and Emergency Operations Centre design and operation.
- Investigation into emergency management software commenced in 2009.
- A contract was awarded for the implementation of an Emergency Notification System, which is anticipated to be in service in 2010.

2009 Achievements

- Participated in a tabletop exercise at YVR on September 22, 2009 in response to a contagious disease.
- Participated in the Silver and Gold Olympic exercises, which involved:
 - February 9, 10, 12, 2009 – EOC activated to a level 1 to monitor the activities in the region;
 - February 11, 2009 – EOC fully activated in a functional EOC exercise, to support the response to a fictitious 1000 person protest;
- October 2, 2009 – In preparation for the Gold exercise in November, staff participated in a chemical, biological, radiological, nuclear tabletop exercise with 130 participants representing local, provincial and federal agencies.

Emergency Programs



- November 3, 2009 – Gold full scale field exercise for a fictitious chemical release by a terrorist. The new EOC activated to support the site. Both the site and the EOC activities were successful. In addition to RCMP and RFR emergency responders, Richmond Hospital also participated in the exercise.
- Participated in a Provincial earthquake tabletop exercise June 3, 2009 in response to a 7.2 magnitude earthquake in the Georgia Strait.
- Manager, Emergency Programs and Emergency Social Services Coordinator deployed to Squamish/Lillooet Regional District for one week to assist in their response to the wildfires of 2009.

2010 Priorities

Strategy #1 People - Effectively securing and managing all the people resources needed to successfully fulfill our mission

- Develop support program for staff responding to an emergency.

Strategy #2 Planning, Prevention & Preparedness - Taking a proactive approach to Community Safety

- Begin development of a multi-year community preparedness program.
- Translate written materials for distribution at emergencies.
- Evaluate emergency management software for implementation for the effective management of information during an emergency.

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

- Review Plans and amend as required:
 - Emergency Management Plan
 - Chemical, Biological, Radiological, Nuclear and Explosive Response Plan
 - Emergency Social Services Plan
- Implement an emergency notification system, including the development of procedures, protocols, training, etc.

Strategy #5 Collective Partnerships - Engaging internal and external partners working together to achieve a safer community

- Work with Corporate Communications to develop a media centre and media centre procedures for activation during emergencies.

Community Bylaws

2009 Priorities

Strategy #1 People – Providing an atmosphere to attract and develop innovative and professional staff

- Continue to promote staff development through training and skills development.
- Develop an effective succession plan for Divisional staff to support Departmental goals.

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety

- Establishment of GIS-based inventory of parking resources.
- Document internal divisional processes & policies.

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

- Coordination with other Divisions and agencies to support and enhance response to various emergencies.



2009 Achievements

During 2009, the Community Bylaws Division responded to over 3,250 bylaw complaints from the general public. Approximately 925 of these complaints were parking or animal control issues, the other 2,325 related to other City bylaws.

The majority of parking complaints are currently processed through the RCMP non-emergency telephone number and E-comm dispatches parking officers by radio or cell phone.

For other bylaw complaints, the Department responds to specific complaints from residents. However, in cases where staff observes safety or liability concerns, staff will proactively initiate investigation and remedial action. The emphasis from a bylaw perspective (non-parking) is to gain compliance and staff works with residents to correct deficiencies and only as a last resort are persons charged under the bylaws. Experienced staff members are excellent at mediating problems and most often resolve matters without the necessity of initiating court action. However, prosecutions pursued through Provincial Court have resulted in excess of \$26,000 in fines and recognizance.

Parking Program

- Community Bylaws staff assisted the Richmond Olympic Oval in the launch of their very successful pay parking program.
- Management continues to work with the City's Parking Advisory Committee and the Canadian Parking Association to educate stakeholders and advance the traffic management aspects of pay parking.
- Enforcement staff has been very active in addressing safety and liability issues through collaboration with the City's Traffic Safety Advisory Committee for school safety programs and with the local RCMP detachment for overweight and unsafe vehicles.

Community Bylaws

2009 Priorities

Strategy #4 Investigation and Enforcement -

Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

- Continue to enhance Regulations and Bylaw enforcement efforts to ensure that abandoned buildings are secure and safe.
- Enhance enforcement efforts for food establishments to limit grease in City sewers.
- Enhance Regulations and Bylaw enforcement beyond existing Provincial Regulations to address smoking in outdoor recreation sites.
- Enhance existing Traffic Bylaw to regulate idling and provide effective enforcement options.
- Provide more effective regulation of newspaper boxes for free and purchased periodicals.
- Expand pay parking program & increase pay parking rates.
- Ensure that enforcement patrols are conducted in the most cost-effective manner to ensure optimal net revenue.
- Review and augment dog licensing revenues through increase in fees; expand existing phone and on-line payment systems to include dog licences.
- Expand on scope and application of Bylaw Dispute Adjudication System.
- Negotiate a new animal shelter and animal control services contract with contractor, Richmond Animal Protection Society.

2009 Achievements

The following are some of the major initiatives of the past year:

Grease Management Program

- In cooperation with the City's Engineering Department, Community Bylaws staff continues to efficiently manage the first municipal restaurant grease management program in B.C. The program has become an award-winning benchmark for other municipalities planning to implement their own programs to address the costly build-up of grease deposits in sanitary sewer systems.

Smoking Regulation

- In consultation with Richmond Health and affected stakeholders, Community Bylaws continues to work towards a smoke-free Olympics and to ensure that Richmond maintains its place as one of the healthiest communities in Canada.

Responsible Dog Ownership

- Community Bylaws staff has continued to refine the City's dog licensing program to provide a more efficient and cost-effective approach for the identification of the City's canine residents through lifetime metal licenses and annual validation decals as well as the development of more efficient payment options.
- Issued over 5,800 dog licences.

Bylaw Violation Adjudication Program

- Throughout 2009, Community Bylaws, in consultation with Court Services in Victoria, has managed an in-house violation adjudication program to provide more cost-effective, transparent and responsive procedure for hearing disputes concerning parking infractions.

Community Bylaws



- The program has had a very positive effect on voluntary payment, prompt and efficient scheduling of hearing appointments; complainants' feedback has been very encouraging on the flexibility of daytime / evening sessions and options for providing their evidence in person, by phone or in writing.
- City staff has acted as a valued resource for other B.C. municipalities such as Vancouver, Burnaby and Kelowna as they develop and implement their own adjudication programs.

2009 Priorities

Strategy # 5 Collective Partnerships -

Engaging internal and external partners working together to achieve a safer community

- Work with various agencies to review and augment existing and potential bylaw issues and provide a cost-effective enforcement presence.
- Establish soil management regulation and awareness programs in consultation with City's Agricultural Advisory Committee and Provincial Ministries; pursue delegation of Agricultural Land Commission powers and enforcement options.
- Work with Parks Dept, commercial dog walkers and special interest groups to review existing bylaws and effectively utilize shared resources.

2009 Achievements

Increased Awareness of Bylaw Enforcement

- During 2009, Community Bylaws Division promoted bylaw awareness through proactive: planning, organizing and sponsoring the Richmond KidSafe program in July at South Arm for the education of Richmond residents, young and old.
- Planning, organizing and sponsoring the Animal Wellness Expo in August for the promotion of responsible animal ownership, to outline the terms of existing bylaws and answer questions; articles placed in local newspapers and newsletters on various topics; informational brochures were distributed through City Hall and internal background information for the Mayor and City Council was prepared.

Soils Management Bylaw

- Through increased cooperation with the enforcement section of the Agricultural Land Commission, Community Bylaws continues to see an increase in voluntary compliance related to fill activity on properties presently included in the Provincial Agricultural Land Reserve.

Community Bylaws

2010 Priorities

Strategy #4 Investigation and Enforcement

Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

- Continue to enhance municipal Regulations and Bylaw enforcement efforts in conjunction with internal and external stakeholders to ensure that abandoned buildings are secure and safe or effectively removed.
- Enhance Richmond's enforcement efforts with other GVRD municipalities and internal enforcement tools for food establishments to limit costly grease in City sewers.
- Examine enhancement of the existing Traffic Bylaw to regulate idling and provide effective enforcement options.
- Provide more effective regulation of newspaper boxes for free and purchased periodicals to address proliferation and recycling issues.
- Review dog licensing fees; expand existing phone and on-line payment systems to include dog licences.
- Expand on scope and application of very successful Bylaw Dispute Adjudication System to include other bylaw infractions presently handled under MTI process.
- Commence RFP process for animal shelter management to ensure the most cost-effective solution for animal control and welfare.

Strategy # 5 Collective Partnerships

Engaging internal and external partners working together to achieve a safer community

- Establish soil management regulation and awareness programs in consultation with City's Agricultural Advisory Committee and Provincial Ministries; examine the delegation of Agricultural Land Commission powers and enforcement options.

Traffic & Parking Management Bylaws

- More cost-effective enforcement of the City's Traffic Bylaw and Parking (Off-Street) Regulation Bylaw to promote the safe and orderly movement of traffic, the safety of school and bus zones; providing for increased compliance from residents and visitors through the issuance of over 25,000 violations.

Pesticide Regulation Program

- In cooperation with the City's Environmental Programs staff, Community Bylaws assisted in the development of an education and regulation program to address the use of cosmetic pesticides in the City.



Policy & Programs/Administration

2009 Priorities

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety

- Coordinate implementation of the Police Review recommendations related to the RCMP.
- Coordinate the implementation of the Safety & Security Plan leading up to and including Richmond's Olympic related events.
- Develop Geographic Information System products to support major initiatives such as, Richmond's Olympic safety and security planning; Fire Rescue Major Incident On-Site GIS Support; Beach Access Points for RFR; EOC Mapping .
- Coordinate the implementation of the Department's 2009 Operational Plan. This would include implementing mechanisms to monitor and evaluate progress, with regular reporting.
- Develop the Safe Communities section of the Corporate Sustainability Program



2009 Achievements

- The RCMP contract for police services expires in 2012, the City is participating in a UBCM Working Group that is working with the Province in the negotiation of a new RCMP contract for municipalities.
- The Review of Alternative Models for the Delivery of Police Services was concluded and presented to Council. The recommendations contained in the review will form the fundamental principles for negotiating the RCMP contract with the Province.
- Safety and Security Plans for Olympic activities were finalized.
- Strategic Community Investment (SCI) Funds: Traffic Fine Revenue Sharing grants have been used in the past to mitigate the City's costs of public safety initiatives, such as the RCMP Integrated Teams, additional RCMP members for the local Detachment, and the Restorative Justice Program provided by Touchstone Family Services. Signed a SCI Fund Agreement and committed to develop plans and publicly report on the SCI Funds use. The City will receive funds, earlier than would otherwise be the case, between March 2009 and July 2010. As a result of the City signing the agreement the total funding for 2009/10 is \$4,445,347 (i.e. \$2,222,673 for each year 2009 and 2010) .To date the City has received the March 2009 and July 2009 portions totaling \$3,552,798. The remaining portion of \$892,549 is expected July 2010.
- Community Safety was one of the three corporate teams involved in piloting the City's Corporate Sustainability framework through the development of a vision, goals and objectives of what make a community safe.

Policy & Programs/Administration

2009 Priorities

Strategy #4 Investigation and Enforcement

Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

- Provide a forum through the Joint Operations Team for divisions to develop a coordinated response to major issues such as safety and security for the Canada Line operations.

2009 Achievements

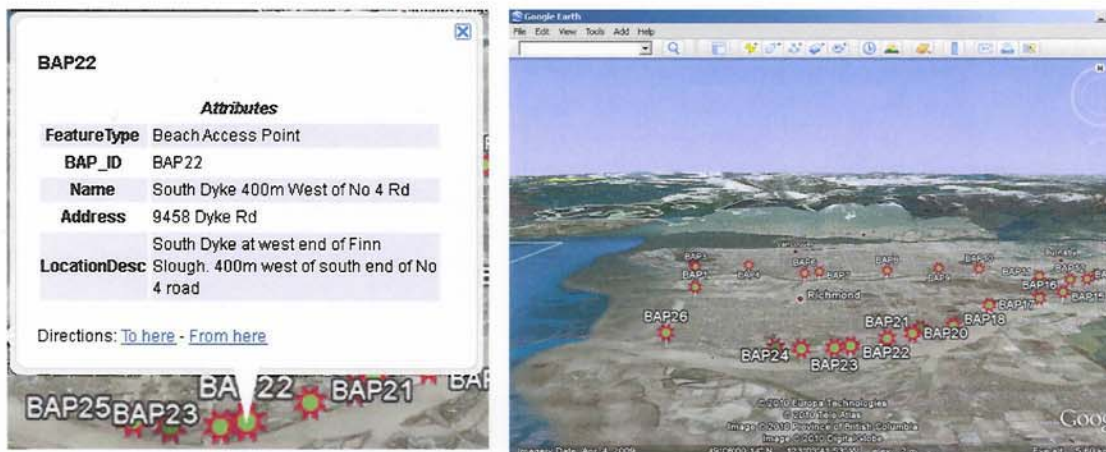
- Provided a bi-weekly forum through the Joint Operations Team for divisions and other departments to develop a coordinated response to major issues such as safety and security.

2010 Priorities

Strategy #2 Planning, Prevention and Preparedness

- Taking a proactive approach to Community Safety

- Complete the Community Safety portion of the Corporate Sustainability Program.
- Continue to advocate for the City's priorities for policing through UBCM Working Group on RCMP contract negotiations.



RCMP

2009 Priorities

Strategy #1 People, Effectively securing and managing all the people resources needed to successfully fulfill our mission

- **Olympics 2010 Preparation** Working to ensure staff engagement at all levels of the organization, before during and after the Olympic experience.
- **Brown / Duxbury Reports** With the implementation of the RCMP National Change Management Strategy, employees are responding by taking ownership of those recommendations that they feel most directly offer them an opportunity to enhance their safety and quality of life in Richmond.

Strategy #2 Planning, Prevention and Preparedness - Taking a proactive approach to Community Safety

- **Olympics 2010** Richmond Detachment will support the City of Richmond Olympic Plan and the efforts of the Olympic Integrated Security Unit, while maintaining the level of police response and public confidence in the service we provide to the citizens of Richmond.

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

- In partnership with the Province of British Columbia, Richmond Detachment will build and implement the ‘**Safe Schools Initiative**’ - mapping facilities and formalizing emergency communications with the Richmond School District for the enhanced protection of children.

2009 Achievements

- External funding for Richmond Olympic activities was secured at no cost to the City.
- Funding was approved for two new RCMP officers to work with our safety partners along the Canada Line.
- Operational Plans were developed.
- New state of the art headquarters for the RCMP detachment was purchased.

Crime Prevention

- In 2009 the Block Watch Program has 10,569 active participants, which is up from 10,000 in 2008. The Business Watch Program currently has 333 participants in comparison to just over 300 in 2008. The Walk and Watch Program began in 2008 and has slowly gained momentum with 68 current volunteers. The Bait Locker Program and the Richmond Rent Safe Program are still active. The Crime-Free Multi-Housing Program is the newest program under the crime prevention umbrella. It was announced in 2009 and now encompasses two housing complexes within the City of Richmond. The Interactive Criminal Activity Maps (www.richmond.ca/crime) continue to be updated on a daily basis with details of occurrences of Residential and Commercial break and enters; Theft of Autos; and, Theft from Motor Vehicles. Links are provided to Home Safety and Vehicle Theft Prevention tips and techniques.

RCMP

2009 Priorities

Strategy #4 Investigation and Enforcement

Effectively investigate possible infractions, educate the public regarding voluntary compliance and, as a last resort, enforce legislation

- As part of Richmond Detachment's Crime Reduction Strategy, the mandate of the crime analysts will expand to enhance Detachment planning and Senior Management Team strategic forecasting. The crime analysts will continue to enhance our investigators' abilities to target prolific offenders, specific crime types and crime locations.

Strategy # 5 Collective Partnerships - Engaging internal and external partners working together to achieve a safer community

- With the opening of the Canada Line in the summer of 2009, Station Targeted Area Response Team (S.T.A.R.T.) will work in close partnership with BC South Coast Taps (formerly GVTAPS) focusing on policing those areas that have been identified as potential centres of criminal activity within 200 – 300 meters of the sky train stations.
- The RCMP Detachment will collaborate with the medical community, anchored by Richmond General Hospital, in efforts to streamline the provision of emergency care for those in need.
- The Detachment will raise awareness of the services provided by Community Police Stations and storefront offices to the residents and guests of the City. The time and effort donated by our many community volunteers will support partnerships with Richmond Fire Rescue in Hamilton, BC South Coast Taps along the Canada Line, and Southarm, Steveston and YVR centres.

2009 Achievements

The Richmond Crime Reduction Strategy

- This initiative with its dedicated resources continues to target prolific offenders, specific crime types and locations. Each year we have seen a significant reduction of targeted crime-types rates and 2009 was no different.

Richmond Gang Enforcement Team (RGET)

- As a result of increased gang violence throughout the Lower Mainland, Richmond Detachment, participated in a month long Province Wide strategy. The RGET team proactively targeted known gang members and their associates residing in Richmond. The purpose of the Project was to not only identify known gang members living and socializing in Richmond, but to share the intelligence Province wide to ensure borderless policing. As a result of this initiative, the Detachments and Municipal Police Departments are combining their gang intelligence and enforcement information with the Integrated Gang Task Force to further support the province wide attack on gang crime.

S.T.A.R Team

- The Station Targeted Area Response Team is a 4 member team proactively policing the newly opened Canada Line and related bus loops in partnership with the Transit Police. Their visible presence and proactive approach has ensured that the new Canada Line and transit system has remained a safe and user friendly transportation system.

RCMP

- The Richmond Detachment will execute recommendations, as appropriate, from the draft discussion document of “Review of Alternative Models of Police Service Delivery”.



Hamilton Community Police Station

- Richmond RCMP have set up a visible and participative presence in Hamilton by co-locating services with Richmond Fire-Rescue at the No 5 Firehall. Block watch and speed watch programs are up and running with enthusiastic participation and positive results from neighbourhood volunteers. Since the inception of the speeding offences has declined.

Operational Statistics

Year over year results from August 2008 to August 2009 are as follows:

	2008-2009	2007-2008
Residential Break and Enters	-19%	
Theft From Motor Vehicles	-4.5%	-25.60%
Theft	- 8.6%	-5%
Metal Theft	-67.5%	
Sexual Assault	-14.3%	-45.2%
Robbery	-23%	-33.3%
Drugs	16.2%	-33.30%
Business Break and Enters	8.6%	-30.6%

2010 Priorities

Strategy #2 Planning, Prevention and

Preparedness - Taking a proactive approach to Community Safety

- Implement those recommendations from the Review of Alternative Models of Police Service Delivery over which the City has sole discretion.

Strategy #3 Emergency Response - Effective emergency response that meets the needs of the community

- The current policing focus for 2010 is the safety and security of the 2010 Olympic Games for the Richmond Olympic Oval, YVR and the Ozone.
- Begin the retrofitting of the new Public Safety Building.

Total reduction in overall crime rate: -2.5%