



City of Richmond

Report to Committee

To: Community Safety Committee

Date: February 23, 2009

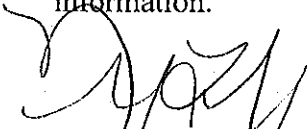
From: Phyllis L. Carlyle
General Manager, Law & Community Safety

File:

Re: Law & Community Safety 2008 Achievements & 2009 Priorities

Staff Recommendation

That the Law & Community Safety 2008 Achievements & 2009 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"/>	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Staff Report

Origin

The Law and Community Safety Department (CSD) completed its first full year of operation as a consolidated department at the end of 2007. At that time the department's report entitled "2007 Achievements/2008 Priorities" was developed and provided to members of Council. At the March, 2007 Community Safety Committee staff stated:

- (i) the report represents a commitment to ongoing accountability;
- (ii) CSD would report annually to Council on the department's activities for the previous year;
- (iii) CSD would identify priorities for the coming year.

The attached report, "Law & Community Safety – 2008 Achievements and 2009 Priorities" fulfills that commitment.

Analysis

The Law and Community Safety Department represents a significant portion of the City's staffing, equipment, facilities and vehicle resources. Therefore, it is the responsibility of the department to provide regular reports to Council on our performance.

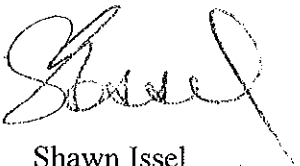
In January 2009, the department began implementing a 3 year operating plan. The plan was developed to provide the department with an overall, coordinated direction. In order to track the progress of the plan performance indicators were identified. These performance indicators will be incorporated into a reporting framework, which includes the annual achievements and priorities report, as well as statistical reporting from the various divisions in the department, at regular intervals throughout the year.

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.



Shawn Issel
Manager, Community Safety Policy and Programs
(604-276-4184)

SI:si



Law & Community Safety
2008 Achievements
2009 Priorities

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Overview

Law & Community Safety continues to provide services which enhance the safety and security of the City. The following report outlines the Department's activities over the past year and identifies priorities for the coming year.

Amongst our various priorities, last year and continuing this year the Department has been working on the opening of the Canada Line and the 2010 Winter Olympics.

Once the Canada Line is operational, later this year, it will have a significant presence in the City Centre. The RCMP and Richmond Fire Rescue are partnering with a number of agencies on training, developing operating protocols and assisting in implementing communication components. Fire Rescue, in partnership with other safety providers is developing and implementing operating and communication protocols. The RCMP's START (Station Targeted Area Response Team) will work closely with the transit police to monitor and respond to calls around the new stations. We anticipate providing Council with an integrated report later this spring on the safety and security plans from the various agencies.

The 2010 Winter Olympics have highlighted the department's ability to coordinate internally and with outside agencies. In September, the department participated in the Provincial Bronze Exercise to test communications operability. Last year, a Safety and Security Team, which includes dedicated resources in Fire and the RCMP detachment, developed a safety and security plan for the City's O Zone. This year the team is working to coordinate activities leading up to, and including the Games. This includes integrated safety and security planning for the City's O Zone Celebration Site and the Urban Domain, as well as coordination with outside agencies such as V2010ISU (Vancouver 2010 Integrated Security Unit), with respect to the Olympic Domain.

The department continues to build internal capacity with the addition of two new managers – the Community Safety Finance Manager and the RCMP Administrative Manager. Richmond Fire developed an Outreach Program, which saw an increase in workforce diversity. A new Primary EOC was established to ensure redundancy in the City's ability to respond to a major emergency.

Two significant bylaws were introduced in 2008 to enhance the safety of the community. The Fire Protection and Life Safety Bylaw, which is attracting the attention of Fire Services from around the region; and new smoking regulations came into effect in November building on the Province's Tobacco Control Regulation to enhance smoke free areas in the City.

To cap this year's achievements, the efforts of staff continue to exemplify our corporate values. Richmond Fire fighters have a long tradition of giving back to community, as evidenced by the substantial donations in time and money they've contributed to various charitable



causes throughout the year, including 24 staff travelling to Thailand with Habitat for Humanity. Community Bylaws staff worked long hours to host the LIBOA (Licence Inspectors & Bylaw Officers Association of BC) conference in October. Emergency Social Services volunteers were nominated by Volunteers are Stars and the 911 Awards for their work with the evacuees of the Saba Road airplane incident.

In 2008, the department developed a three year operating plan, which begins implementation in 2009. The plan directs the department wide and individual divisions’ activities over the course of the year within five strategy areas – People; Planning, Prevention and Preparedness; Emergency Response; Investigation and Enforcement; and Collective Partnerships. In 2009, the department’s operational plan implementation will include a number of initiatives, priorities include:

People: Staff resources are the department’s greatest asset, therefore securing and managing these resources is a high priority. A department wide Recognition Program for all staff is being launched this spring, and in Fire Rescue, a five year Cultural Transformation Plan is underway.

Planning, Prevention and Preparedness: The construction of the new Fire Halls in Steveston and Cambie (formerly Bridgeport) will commence. Emergency Programs is developing a Pandemic Plan to ensure business continuity in the event of a major epidemic. The department’s GIS Analyst will be developing an GIS inventory of the City’s parking assets.

Emergency Response: The RCMP will be partnering with the Province to develop a “Safe Schools Initiative” to map facility locations and working with the School District to formalize emergency communications.

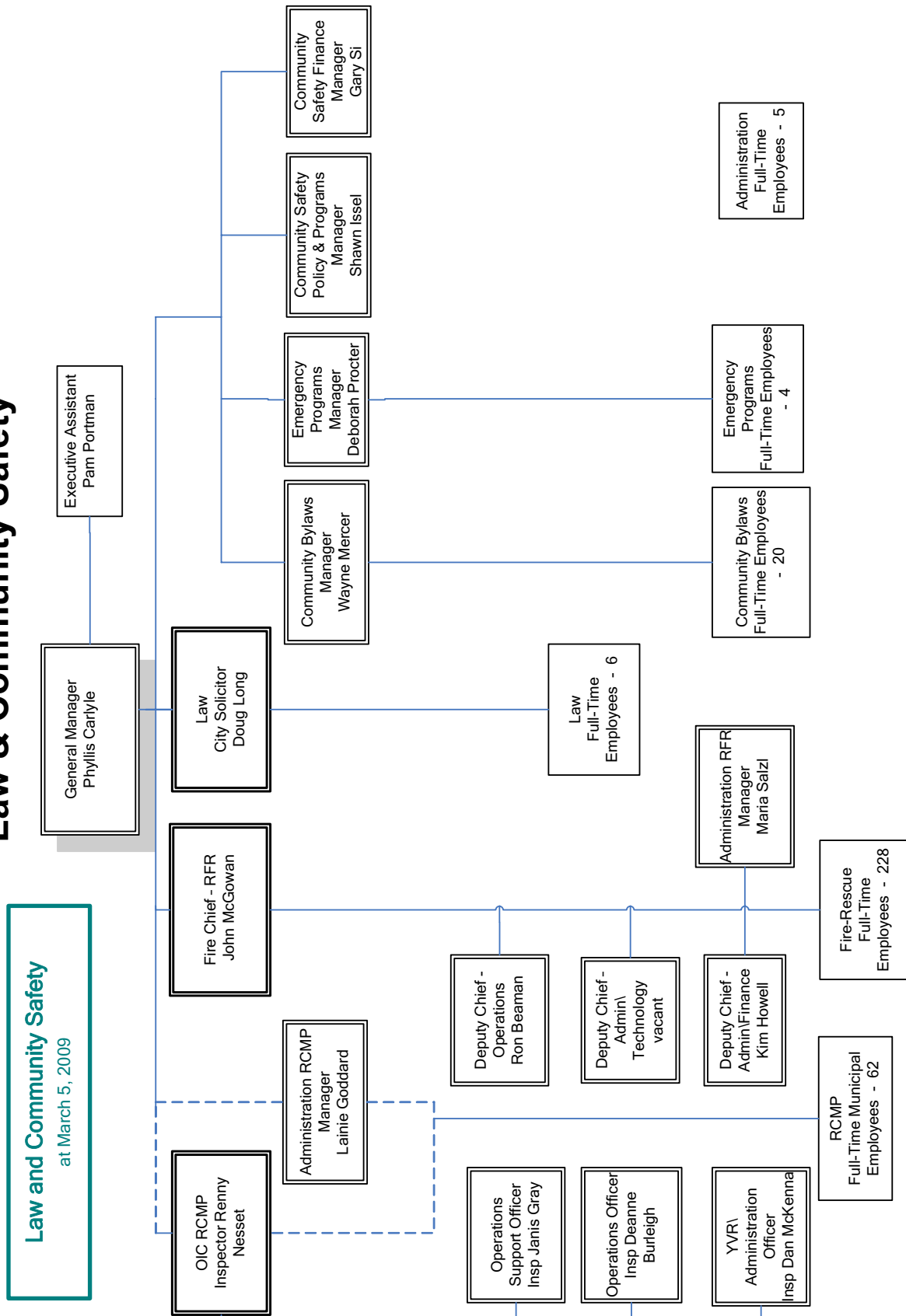
Investigation and Enforcement: Enhancing regulations to address the safety and security issues associated with abandoned buildings. The detachment’s crime analysts will be developing high level strategic forecasting for the detachment Senior Management.

Collective Partnerships:

Taking a leadership role in supporting the work of Safe Communities Richmond in their priority setting exercise later this spring, involving representatives not only from emergency services, but also social service agencies, community groups, and the business community.

In order to keep the Community Safety Committee informed of the Department activities, it is our intention to monitor the Department’s Operational Plan throughout the year, with regular progress reports to Committee.

Law & Community Safety



Law & Community Safety

2009 Operational Plan

Our Mission:

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

The Department has developed a three year plan which includes five strategy areas. In 2009 the Operational Plan has identified a number of initiatives under each strategy. These initiatives will form part of each division's priorities for 2009.

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

- **Succession plan** - develop and implement for senior level positions
- **Recruitment and retention program** implemented
- **Employee engagement** - develop a mechanism for assessment, and include a departmental event and activities
- **Fundraiser social event** established

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

- Cross divisional **media communication plan**
- **Safety & Security Plan for Richmond's Olympic celebrations**
- **Resource allocation plan** to identify department priorities for staffing, facilities, and equipment
- **Emergency preparedness** training opportunities

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

- **Senior Management response protocols** for major incidents not requiring EOC operation
- **Oral translation capabilities** operationalized at emergencies
- **Functional EOC exercises** held annually
- **Emergency response relationships** enhanced with external partners such as YVR, River Rock, Ports, Lafarge, Translink, Canada Line, and BCSC TAPS

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

- **Joint Operations Team** - provide a forum where multi-agency issues are communicated and actioned
- **Fire Bylaw** adopt and implement
- **Enforcement Best Practices** skills sharing across divisions

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

- **Customer Service standards** - review and revise existing standards and train staff
- **Internal and external database/contact list** - develop, maintain and share for emergency and day-to-day operations
- **Safe Communities Richmond** - ensure divisions become more involved

Fire-Rescue

2008 Achievements



Cultural Transformation Fire-Rescue continues to work towards an inclusive, excellence-driven organizational culture. Initiatives in 2008 include:

- **Recruitment and Hiring** of the Deputy Chief of Administration and Technology.
- **Developed Formal Partnership** with the Richmond Multicultural Concerns Society.

Diversity. Fire-Rescue is committed to increasing its diversity and has pursued a number of initiatives in 2008:

- **2008 Firefighter Recruitment** saw Richmond Fire-Rescue hire 27 firefighters and increase its workforce diversity by 8 (4 women and 4 visible minorities)
- **Recruitment Outreach** program was developed to encourage diversity and a career in Richmond Fire-Rescue. Program activities included: development of promotional materials; attendance at career fairs; formal presentation to students at the Justice Institute of BC, targeted advertisement in both newspaper, radio and on-line mediums. Richmond firefighters actively recruit and encourage diverse firefighter applicants.

Fire Facilities and Equipment. Having modern well-maintained facilities and equipment is an important element in preserving public confidence in Fire-Rescue's services and increases the public's sense of safety and security. The level of modern facilities and equipment that Fire-Rescue has been provided is a continued source of pride for Fire-Rescue personnel. The following facilities and equipment activities were completed in 2008:

- **Shellmont Fire Hall** is undergoing seismic upgrades as well as interior and exterior renovations. Construction is well underway with re-occupancy expected Spring 2009. This hall will be built to post-disaster standard and includes LEEDS components.
- **Steveston Fire Hall** will be replaced in its current and expanded location. This hall will be built to post-disaster and LEEDS Silver standard. Site analysis, programming, and interim fire hall operation plans are underway.
- **Bridgeport Fire Hall** will be moving east to Cambie near No. 4 Roads. Facility programming is well underway. This facility will be built to post-disaster and depending on size either a LEEDS Gold or Silver standard. Construction is scheduled to begin in 2009.
- **Mass Decontamination Tents** were purchased. Richmond has substantially increased its current decontamination capabilities and reduced tent setup times. Fire continues to participate in joint decontamination exercises with the Vancouver Coastal Health Authority and has secured agreements for the continued use of



Vancouver Coastal Health Authority decontamination tents as needed. Tents are centrally located for rapid deployment.

- **Mobile Emergency Scene Lighting** unit valued at \$3,000 was donated by RSL Joint Venture (who is one of the Canada Line construction firms). The lights provide additional mobile lighting for use at remote locations, during major incidents where hydro is usually cut, and can also be used for public assembly purposes at emergency scenes.
- **Personal Gas Monitors for Carbon Monoxide** were purchased and are used to protect emergency first responders. The detectors are used as a first alert to the dangerous CO gas. Richmond Fire-Rescue is a leader, with this deployment being the first of its kind in the GVRD. Other emergency responder services/agencies are interested and are following Richmond's lead.
- **Four-Gas Photo-Ionization Detectors** were purchased. The equipment monitors air quality of four different gases at incidents. It is used to ensure safety of first responders, as well as persons requiring post disaster scene access. This equipment ensures the safety of returning residents/ owners, investigators, and City inspectors.
- **Weather monitoring station** was purchased and installed on Fire's hazmat vehicle. This equipment allows fire to obtain immediate weather conditions at the specific location for incident planning and evacuation purposes. Equipment measures wind, temperature, and humidity.
- **Ventilation Units** were installed in the City Centre No. 1 Fire Hall. This ventilation system has been installed in the other fire halls. The system protects firefighters and the facility from CO gas and exhaust emission effects and diesel particulate contamination.

Safety Programs and Initiatives. An important goal is to introduce new programs which anticipate community needs, enhance the safety and security of the community, and encourage Fire-Rescue to deliver services through community partnerships, alliances, and effective working relationships. The following safety programs/initiatives were delivered in 2008:

- **Council adopted a comprehensive Fire Protection and Life Safety Bylaw No. 8306.** This is the newest bylaw in the region and has captured the interest of other local City Fire Departments who are planning to update their own City Fire Bylaws.
- **Upgrades to Non-Sprinklered Buildings** - Richmond Fire Prevention has been working with the owners of high risk public assembly buildings in Richmond to upgrade or install fire protection sprinkler systems. Since 2005 there has been significant improvement in public safety including:
 - o 21 of the 25 Richmond Hotels are now fully sprinklered
 - o All 8 of Richmond's Community Care Facilities are now fully sprinklered



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 2008 the following RFR training activities were undertaken:

- **Fire-Rescue 2008 interpersonal training** program focussed learning on: diversity, managing change, and providing a tool for enhancing personal effectiveness, communication, and team building
- **Live Fire Training** was delivered to Captains and Senior Officers and provided a controlled real-time opportunity to enhance incident command skills at fire scenes.
- **New firefighter recruits trained** in 2008 were 27. These new firefighter recruits received eight weeks of intense training and testing from Richmond Fire-Rescue’s Training Division prior to proceeding to their six-month in-the-field probationary period.
- **New Program Instructors** - Richmond Fire-Rescue is the first in BC to have two of their staff obtain their Infant Car Seat Program instructor status. This means that Fire-Rescue can train others in the delivery of infant car seat inspections.
- **Emergency Operations Centre** – A large number of Fire staff have now completed their Level 3 EOC training allowing for greater flexibility and contribution to the EOC operation
- **BC Ambulance Helicopter Landing** safety training has been delivered to first responders and includes scene landing preparation and safety protocols.
- **Railway Car** training was delivered to first responders allowing familiarization with rail car shut offs, brakes, and identification of cargo and access to hazardous materials data.



Sustainability

- **Environmental Footprint Reduction** – new Fire facilities are being built to LEEDS standard however, Fire-Rescue has begun to find ways to reduce its environmental footprint in the day-to-day activities within its Fire Halls. As a start, Fire has introduced as part of corporate framework, programs such as: staff education/awareness; recycling and composting within the fire halls; reduction of electricity through programs such as “Turn It Off”. Fire will continue to demonstrate its commitment to sustainability.

Technology/Innovation. Fire-Rescue values innovation and wants to create an environment where it pursues excellence. In 2008 RFR staff:

- **New Emergency Response Computer Systems** were introduced and include: E-Comm Computer Aided Dispatch (CAD), E-Comm Fire Hall Alerting System and I-Mobile system. The new E-Comm systems improve response times for fire hall alerting and apparatus deployment. The new I-Mobile system provides enhanced and critical incident/event information and mapping while responders are en-route. Fire staff have been trained in the use of the new CAD and I-Mobile systems.

Major Corporate Projects – Canada Line/Olympic Oval.

Richmond Fire-Rescue contributes to major corporate projects. For Canada Line and the Olympic Oval in 2008 RFR:



- **Canada Line** emergency rescue training has been delivered to first responders in the City Centre area. The Greater Vancouver Transit Authority provided rescue equipment to the City at no cost. Richmond Fire-Rescue is ready to respond to Canada Line emergency calls.
- **Olympic Oval** Richmond Fire-Rescue continues to plan and prepare for the delivery of exceptional Fire and Rescue services in support of Richmond’s 2010 Olympic Game venue and events/activities. 2008 preparations included:
 - o Hiring of an Olympic Area/Venue Coordinator to further develop and coordinate plans for Richmond Fire-Rescue’s role in the Olympics.
 - o Participating in the planning for the Olympics by serving on many integrated Olympic teams including: Fire-Rescue Advisory Board and the City’s O Zone Planning Team.
 - o Participating in preparatory exercises and activities: Olympic Bronze emergency exercise, Oval opening and the National Speed Skating pre-Olympic qualifier.
 - o Orientating Fire staff to the Olympic Oval building for emergency response and pre-planning purposes.

Financial

- **Tangible Assets** – Fire-Rescue has developed its Tangible Asset Inventory and continues to maintain this inventory as part of its corporate accountability and fiscal responsibilities.

Alliances/ Partnerships

- **YVR emergency exercise** – Fire-Rescue continues its participation in emergency exercises such as the one held in 2008 at YVR. These exercises bring together various agencies that need to work together should a significant incident occur.
- **Inter-Agency Radio Communications** – Richmond Fire-Rescue can now talk directly to the Canadian Coast Guard (Sea Island Station) on the combined events radio channel. During a major emergency in Richmond, first responders from all three levels of government can talk directly – responders include: Fire, Police, BC Ambulance, and the Canadian Coast Guard.
- **Fire Prevention** has successfully worked with Richmond School District maintenance staff to build buy-in to Fire Code compliance. Subsequently school staff have developed their first ever self-inspection program, which has proven successful.



Giving Back

Fire-Rescue staff continue their tradition of giving back not only locally but also globally. In 2008 their efforts included:



- **Decommissioned firefighting equipment** from Richmond Fire-Rescue was donated to the National Fire Services of El Salvador and Paraguay. The equipment donation is made in partnership with the Firefighters Without Borders BC organization and will help other nations make their communities safer by saving lives and protecting property.
- **China Earthquake Relief** - Richmond Fire-Rescue staff participated in a number of events to raise funds for the China earthquake relief efforts. Fire-Rescue was recognized by the Buddhist Tzu Chi Foundation of Canada for their efforts.
- **Habitat for Humanity** (Thailand) – Twenty-Four-Richmond Fire-Rescue staff went to Thailand for two weeks to work on the construction of two homes. They brought donations of tools, equipment, toys, books, and sports equipment to two villages and a school. Glasses and sportswear were also donated. This group used their vacation time and fundraised for the goods and expenses. Cathay Airlines was the title sponsor, donating approximately \$60,000 in flights.
- **Trauma Pups**, donated by Terasen Gas, are distributed by Richmond firefighters to children who have been traumatized at the scene of an emergency call.
- **Seasonal Community Events** included:
 - Open House at Hamilton Fire Hall on December 1st
 - Creating the Garry Point Park Ice Rink
 - Lighting the Christmas tree at City Hall
 - Running a Christmas Tree Recycle event at Garry Point Park
- **Richmond Firefighters and IAFF Local 1286** helped support local events and charities with contributions of over \$77K, as well as countless volunteer hours:
 - Make A Wish Foundation
 - B.C. Professional Firefighters Burn Fund
 - Muscular Dystrophy
 - Richmond Therapeutic Equestrian Society
 - BC Children’s Hospital
 - Richmond Firefighters Scholarship fund
 - Cops for Cancer
 - Richmond Stroke Recovery
 - Richmond Food Bank
 - St. Albans Hot Meals Program





- o Canadian Cancer Society – Hope Branch
- o Richmond Hospital Foundation
- o Prostate Cancer Research Foundation
- o United Way Campaign
- o Richmond Working Poor Fund
- o Stanley Park Bright Lights event

Operational Statistics

Fire Calls	
Structure	172
Vehicle	63
Outdoor	223
Subtotal	458
Other Calls	
Alarm Activated (no fire)	1,049
Explosion	1
False Alarm	808
Hazardous Materials	125
Medical	4,187
Motor Vehicle Incidents	1,424
Public Hazard	214
Public Service (e.g. assisting ambulance or police, lifts, locked in/out, special events, trapped in elevator, water removal)	717
Technical Rescue	6
Subtotal	8,531
TOTAL	9,981

* Conducted 292 infant car seat inspections.

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 include:
 - o 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.
 - o Developing a leadership framework, identifying core competencies and linking annual learning plans to performance evaluations and succession plans.
 - o Developing an overall succession plan for Fire-Rescue.
 - o Continuing to develop existing firefighter outreach and recruitment programs.
 - o Develop and implement the FDM Training Certification module to manage staff training records.

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.

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.
- 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 assisting with the implementation of communication components in support of the Canada Line operation.
- 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.

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.

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.

Fire-Rescue Strategies – Innovation/Communication

Fire-Rescue will continue to pursue activities that contribute to encouraging innovation and improving communications, including:

Innovation

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

Communication

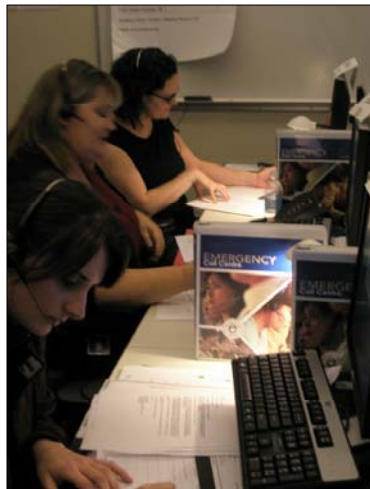
- Expanding Fire's work program development process to include a broader and more diverse group.
- Developing a checklist that identifies the purpose and value of each event that Fire-Rescue is planning or has been asked to attend. Use it to determine participation.
- Reviewing Fire's Standard Operating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

Emergency Programs

2008 Achievements



- Established a new primary Emergency Operations Centre (EOC) to provide redundant facilities within the City and improve the City's ability to respond and support an emergency.
- Developed an 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.
- Conducted a hazard, risk and vulnerability analysis for the City.
- Participated in the Bronze Olympic exercises, which involved:
 - A communications drill that ensures all means of communications between the Province and the City were operational
 - An amateur radio exercise where amateur radio operators were placed in facilities that would potentially be activated in an emergency (both EOC's, reception centres, disaster response routes muster zones, etc.)
 - Three days of tabletop exercises with other levels of government involving 65 agencies and 325 participants.
- Issued Request for Proposal for an Emergency Notification System for implementation in 2009.
- Partnered with Vancouver Coastal Health to ensure childcare facilities in Richmond have emergency plans for their facilities and children in their care.
- Commenced work on the City's pandemic plan to ensure continuity of business in response to a pandemic.
- Emergency Social Services (ESS) – Volunteers provided personal disaster assistance for the immediate housing, food, clothing and incidental needs of 63 evacuees in 10 different incidents. (Down from 300 evacuees in 15 incidents in 2007.)
- Conducted an ESS emergency training exercise on May 10th, 2008 to develop and reinforce volunteers' skills in responding to evacuees in a reception centre
- ESS volunteers were nominated for both Volunteers are Stars and 911 Awards for their exceptional work with the evacuees from the Saba Road airplane incident.



Training

- Incident Command System 100 and 200
- Emergency Operations Centre Level 1, Level 2, Level 3 Operations, Planning, Logistics, Finance, and Administration.

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
- 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 (complete)

Strategy #2 Planning, Prevention & 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

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.

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.

Community Bylaws

2008 Achievements



- **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.

- **Smoking Regulations.** In consultation with Richmond Health and affected stakeholders, Community Bylaws has developed and will be implementing revised smoking regulations, to augment those revisions implemented by the Province, to work towards a smoke-free Olympics, and to ensure that Richmond maintains its place as one of the healthiest communities in Canada.
- **Soils Management Bylaw.** In cooperation with the enforcement section of the Agricultural Land Commission, Community Bylaws has seen an increase in voluntary compliance related to fill activity on properties presently included in the Provincial Agricultural Land Reserve.
- **Bylaw Violation Adjudication System.** Throughout 2008, Community Bylaws, in consultation with Court Services in Victoria, has managed an in-house violation adjudication system to provide more cost-effective, transparent and responsive procedure for hearing disputes concerning parking infractions. This system replaced the practice of filing violations and disputes in the local Provincial Court.

The new system has had a very positive effect on voluntary payment, prompt and efficient scheduling of hearing appointments and complainants’ feedback on the flexibility of daytime/evening sessions and options for providing their evidence in person, by phone or in writing.

- **Grease Management Program.** In cooperation with the City’s Engineering Department, Community Bylaws staff has implemented and managed 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.

- **Augment City’s Financial Health.** More cost-effective enforcement of the City’s Traffic Bylaw to promote the safe and orderly movement of traffic and provide the financial incentive for

increased compliance from residents and visitors through the issuance of over 28,000 violations.

- **Hosting of 38th Annual LIBOA Conference.** Community Bylaws staff committed many hours of their own time in the planning and hosting of the annual License Inspectors & Bylaw Officers Association of BC conference in October.

By all accounts, this was one of the most varied, educational and financially rewarding conferences in the Association's history attended by over 200 delegates and vendors.

- **Responsible Dog Ownership.** Community Bylaws staff participated in the 'Dogs in Parks' Task Force in early 2008 to seek input and provide information with respect to dog management and activities in the City's parks and open space system.
- **Increases Awareness of Bylaw Enforcement.** During 2008, Community Bylaws Division promoted local events, such as planning, organizing and sponsoring the Richmond KidSafe program at South Arm for the education of young Richmond residents and assisting in planning and sponsoring the Animal Wellness Expo for the promotion of responsible animal ownership, to outline the terms of existing bylaws and answer questions; articles were 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.

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

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

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

Policy & Programs/Administration

2008 Achievements



- **Law and Community Safety Strategic Plan 2008-2011.** A Strategic Plan for Community Safety has been developed to guide the department's activities over the next three years.
- **Richmond Restorative Justice Program.** A three-year funding agreement has commenced with Touchstone Family Services for the provision of a restorative justice program.
- **RCMP Contract Negotiations.** The City is actively participating in RCMP Contract Negotiations through the UBCM Local Government Working Group.
- **Safe Communities Richmond** hosted two very successful events - a planning exercise with safety providers to increase safety and reduce injuries for the people who live, learn, work and play in the City of Richmond; and a Community Safety Day for the public on October 5th at the Cultural Centre Pavilion.
- **Review of Alternative Models of Police Service Delivery.** RCMP E Div reviewed the recommendations contained in the draft Police Review report and is working with City staff to implement solutions.

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

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.

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

- Liaison with Safe Communities Richmond in developing their major priority setting exercise to identify the group's overall direction for the next three years.
- Involvement in the UBCM contract negotiation process through the development of policy papers for the UBCM Working Group regarding RCMP Contract Negotiations

RCMP

2008 Achievements



The Richmond Detachment crime reduction and crime prevention philosophy has evolved to meet the needs of the community. We have re-aligned resources and partnered with other agencies to create many proactive and preventive measures to meet the community's needs. The following are a few of these programs and initiatives:

- **Richmond Detachment's Crime Reduction Strategy.** The resources of a number of Detachment special investigative teams have recently re-organized under the umbrella of a focused Crime Reduction Strategy. This pool of specialists, known as the Crime Reduction Unit, targets prolific offenders, specific crime types, and associated crime locations. A key piece to this approach are the two Richmond Crime Analysts - Civilian Members who collate information and intelligence then provide strategic analysis that allows police investigators to conduct informed and effective investigations.
- **New Mandate for the Richmond Bike Section.** The eight-member Richmond Bike Unit has been one of the key components in the evolution of the Detachment's Crime Reduction Strategy. The Unit's daily briefings are now driven by intelligence coming from our Crime Analysts. While the team members continue to do high-visibility patrols as a crime deterrent, they plan their deployments in support of a collective operation. This operation prioritizes suspects identified as those most likely to re-offend because Bike Officers can move quickly and with stealth in areas too confined for a police motor vehicle and they are able to monitor people on the street who have no evident purpose or means of income. They gather significant information through their contacts and 'intelligence-gathering'. This data is delivered back to computer databases where the Crime Analysts use it to identify new trends that in turn guide further strategic policing. The Bike Section is doing effective crime prevention, criminal investigation, and crime reduction in the service of a safer community.
- **Project to Address Scrap Metal Theft.** With a rapid increase in the market price of scrap metal, this issue was having a significant impact on the community and on calls for policing service. The Detachment recognized the need for legislative support to address the pressure on resources and also the frustration of victims of this crime. In collaboration with the City of Richmond, a bylaw was drafted and presented to Council. In the wake of its implementation, incidents of metal theft have decreased significantly.



Development in Crime Prevention & Victim Services Programming



- **Onside Program.** The Onside Program again raised enough financial support from the community to provide cultural opportunities for troubled and/or disadvantaged kids in the community. With the support of the Program, Richmond police officers partner with over 500 Richmond youth to attend professional hockey, football, and theatre events. It is hoped that by creating bridges between the youth and the police, the young ones will develop positive impressions and even ‘assets’ which they can build on throughout their lives.



- **Block Watch Program.** The Block Watch Program topped over 10,000 active participants in 2008. Supported by the Block Watch Program, the City’s website boasts the first and only Crime Map, a unique tool that enables citizens to research and be aware of crime trends in their neighbourhoods and subsequently report any suspicious activities possibly linked to these trends.

- **Business Watch Program.** The City’s Business Watch Program continues to grow and currently has in excess of 300 business participants. The RCMP is working with the local Chamber of Commerce to further enhance participation.

- **Walk and Watch Program.** This program was initiated in 2008. The program educates citizens to be the eyes and ears of their community. This volunteer program offers presentations to people who would like to learn more about what is suspicious and how to document and report crime to the Police which will enhance police call response.

Other recent Crime Prevention initiatives that have allowed the community and police to join together to make Richmond a safer community:



- o **Spring Speaker Series.** Partnering with the City’s Parks and Recreation Department in the spring of 2009, the Crime Prevention Section is hosting a speaker series in South Arm and Steveston on Asset Building, Walk and Watch and Senior Safety.

- o **Bait locker Program.** The Bait Locker Program is a new initiative whereby volunteers erect signage in areas where theft from storage lockers has occurred. This signage lets everyone know that the Bait Locker Program is in effect in the area and that community members are watching for suspicious activities. This potentially deters thieves from operating in these areas.

- o **Richmond Rent Safe Program.** The Richmond Rent Safe program makes information available to persons and businesses who rent out residential property. This

educational information assists the landlord with information on screening of potential renters and insights into their roles and responsibilities as a landlord.

- o **Home Security Checks.** Home Security Checks is a new program for 2008 and assists victims of Break and Enters to their homes. The Crime Prevention Team offers the victim a free evaluation of their home and property. The CPTED (Crime Prevention Through Environmental Design) review of the victim’s home will decrease the chances of the break and enter reoccurring.
- o **Pedestrian Safety.** In partnership with the Insurance Corporation of British Columbia, pedestrians are given fluorescent armbands and literature on pedestrian safety.
- o **Richmond Detachment Auxiliary Program.** The auxiliaries have contributed over 3500 volunteer hours to date in 2008. These hours were spent assisting the regular members with such events as Salmon Fest and the Dragon Boat Festival. For the first time, in 2008 Auxiliary members received training in the Coastal Watch Program, which puts a uniformed police presence on the coast during boating season. For anonymous reporting of boating abnormalities and suspicious activities the public are asked to call 1-888-855-6655.
- o **Richmond Detachment Victim Services Section.** In 2008, the Richmond RCMP Victim Services Section celebrated their 20th year in the Richmond Detachment. The staff understand that their success may be reflected in an ever-increasing number of calls to assist victims of crime - 15% this year alone.



Operational Statistics

Safer homes, safer community: With the adoption of intelligence-led policing strategies, statistics appear to confirm a significant reduction in rates of targeted crime-types.



The most significant decreases in crime rates for 2008 were seen in the following areas:

Business Break and Enters	-30.60%
Theft From Motor Vehicles	-25.60%
Theft of Motor Vehicles	-31.40%
Theft	- 5.00%
Fraud	-24.10%
Sexual Assault	-45.20%
Robbery	-33.30%
Drugs	-13.30%

Although not all crime rates are identified above, the Richmond RCMP Detachment is pleased to record that an overall reduction of crime for the City of Richmond in 2008 was 9.60%.

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.

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