



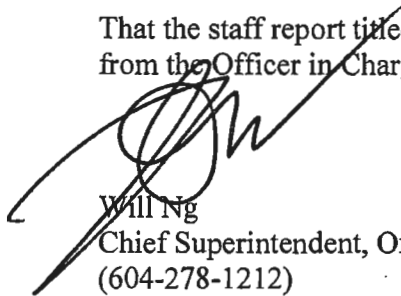
City of Richmond

Report to Committee



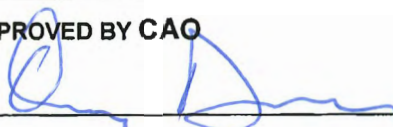
To: Community Safety Committee **Date:** April 9, 2021
From: Will Ng **File:** 09-5000-01/2021-Vol
 Chief Superintendent, Officer in Charge 01
Re: RCMP Monthly Activity Report – March 2021

Staff Recommendation

That the staff report titled “RCMP Monthly Activity Report – March 2021”, dated April 9, 2021, from the Officer in Charge, Richmond RCMP Detachment, be received for information.


 Will Ng
 Chief Superintendent, Officer in Charge
 (604-278-1212)

Att. 4

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
	
SENIOR STAFF REPORT REVIEW	INITIALS:
	
APPROVED BY CAO	
	

Staff Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This monthly activity report for the RCMP provides information on each of the following areas:

1. Activities and Noteworthy Files
2. Analysis of Police Statistics
3. Crime Trends Across Jurisdictions
4. Auxiliary Program
5. Block Watch
6. Community Police Station Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

Analysis

Activities and Noteworthy Files

Cycling Accident

On March 7, 2021, the Richmond RCMP responded to a vehicle collision involving a cyclist at the intersection of Westminster Highway and Cooney Road. The 12-year-old cyclist had entered the crosswalk when he was struck by a vehicle. The driver did not remain at the scene. The collision is under investigation.

Homicides

On March 19, 2021, the Richmond RCMP responded to a house fire in the 22000 block of Rathburn Drive. The bodies of two male victims were located inside the residence after the fire had been extinguished. Both men were known to police and the incident is believed to be connected to the ongoing Lower Mainland gang conflict. The Integrated Homicide Investigation Team is investigating.

Home Invasion

On March 23, 2021, Richmond RCMP officers responded to a report of a home invasion in the 22000 block of Westminster Highway. Four men with weapons forced their way into a residence and restrained the two occupants. The suspects ransacked the home and stole several items.

Police believe the suspects may have targeted the home by mistake. The incident remains under investigation.

Assault

On March 29, 2021, the Richmond RCMP attended a business in the 3900 block of Moncton Street after receiving a report of an assault. Police arrested one suspect at the scene. The incident remains under investigation.

Analysis of Police Statistics

Arson

In March 2021, there were nine reported arsons, which is up seven incidents from the previous month and up five incidents from March 2020. No patterns or trends have been identified. The number of arsons this month is above the expected range.

Two of the incidents reported this month have yet to be classified and one has been confirmed to be accidental. The additional incidents remain under investigation.

Assault Serious (Assault with a Weapon)

There were 14 assault serious events in March 2021, which is up four incidents from the previous month and down one incident from March 2020. No patterns or trends have been identified. The number of serious assaults this month is within the expected range.

Auto Theft

In March 2021, there were 37 incidents of auto theft, which is approximately double the number reported the previous month and is a 23 per cent increase from March 2020. No patterns or trends have been identified. The number of auto thefts this month is within the expected range.

Drugs

In March 2021, there were 44 drug files, which is up 33 per cent from the previous month and down 29 per cent from March 2020. No patterns or trends have been identified. The number of drug incidents this month is within the expected range.

Mental Health

There were 136 mental health-related incidents in March 2021, which is up 19 per cent from the previous month and down 12 per cent from March 2020. No patterns or trends have been identified. The number of mental health-related incidents this month is within the expected range.

Police apprehension numbers increased to 98 events this month, representing a 10 per cent increase from the previous month. The average hospital wait time was 98 minutes, reflecting a

36 per cent increase from the previous month. This increase has been attributed to a small number of incidents which required police to remain in hospital for an extended period of time.

Residential Break and Enter

There were 32 break and enters to residences in March 2021, which represents a 14 per cent increase from the previous month and a nine per cent decrease from March 2020. No patterns or trends have been identified. The number of residential break and enters this month is within the expected range.

Commercial Break and Enter

In March 2021, there were 34 break and enters to businesses, which represents a 48 per cent increase from the previous month and is an 11 per cent reduction from March 2020. No patterns or trends have been identified. The number of commercial break and enters this month is within the expected range.

Robbery

There were four robbery incidents in March 2021, which is down two incidents from the previous month and down one incident from March 2020. No patterns or trends have been identified. The number of robberies this month is within the expected range.

Sexual Offences

In March 2021, there were 21 sexual offence files, which represents a five per cent increase from the previous month and is a 24 per cent increase from March 2020. No patterns or trends have been identified. The number of sexual offences this month is above the expected range.

Of the incidents reported this month, 29 per cent were historical reports.

Shoplifting

There were 63 shoplifting thefts in March 2021, which are up nine per cent from the previous month and up 15 per cent from March 2020. No patterns or trends have been identified. The number of reported shoplifting thefts this month is within the expected range.

Theft from Automobile

There were 178 theft from automobile incidents in March 2021, which is up 46 per cent from the previous month and up 23 per cent from March 2020. No patterns or trends have been identified. The number of thefts from automobiles this month is within the expected range.

COVID-19 Statistics

Table 1 outlines the number of police calls for service related to COVID-19. In March 2021, there were 46 COVID-19-related files. The majority of incidents were related to reports of social gatherings and failure to wear masks. Police issued approximately 26 Violation Tickets this

month.¹ One notable incident involved an individual who was issued \$8,625 in fines after failing to quarantine properly after entering into Canada and for obstructing a quarantine officer. Most Violation Tickets were in relation to social gatherings and unlicensed drinking establishments.

Table 1: COVID-19-related Calls for Service March 2021	
Quarantine Act (Federal)	16
Public Health Act (Provincial)	0
Emergency Program Act	30
Total	46

Hate Crimes and Incidents

Table 2 presents the number of hate crimes and hate incidents reported between January 1, 2018 and March 31, 2021. The criteria for an offence to be considered a “hate crime” as per the *Criminal Code* carries a higher threshold and usually involves one or more criminal offences. When a person makes a racist, homophobic or other abhorrent comment, it is not a criminal offense and police are generally unable to pursue an extensive criminal investigation. These occurrences are often classified as “hate incidents.”

Year	Hate Crime Files	Hate Incident Files	Total
2018	19	4	23
2019	11	9	20
2020	21	13	34
2021 YTD	5	10	15

Crime Trends Across Jurisdictions

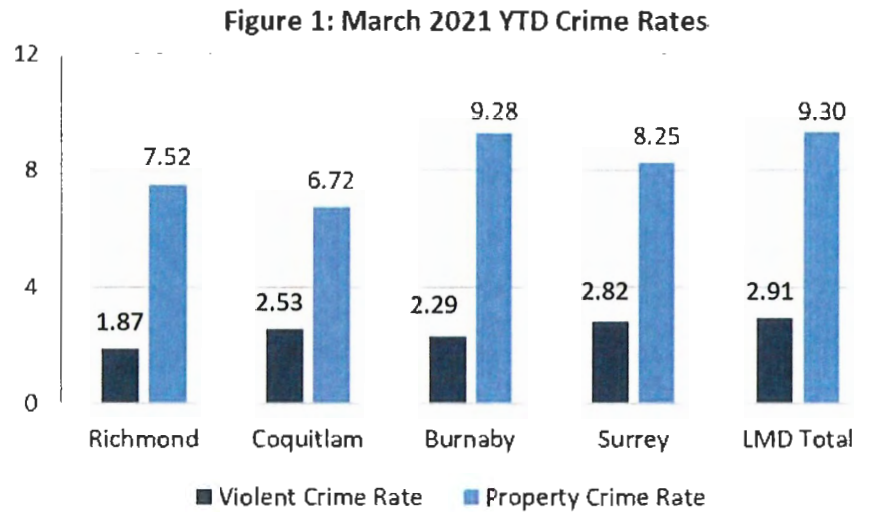
On March 16, 2021, the Richmond RCMP issued a media release warning the public of recent online frauds. In the first two weeks of March, Richmond RCMP received reports of online crypto-currency scams which resulted in losses of nearly \$400,000. This trend was observed in neighbouring jurisdictions as well. The Vancouver Police Department advised that victims reported losing nearly \$2 million during a one-week period in March.²

Data on crime rates is presented in Figure 1.³ Out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the lowest violent crime rate and the second lowest property crime rate in March 2021.

¹ The total number of Violation Tickets is subject to change as it is based on the physical tickets submitted at the time of writing and there may be delays in the submission of tickets.

² <https://mediareleases.vpd.ca/2021/03/19/vpd-warns-public-about-alarming-increase-in-cryptocurrency-scams/>

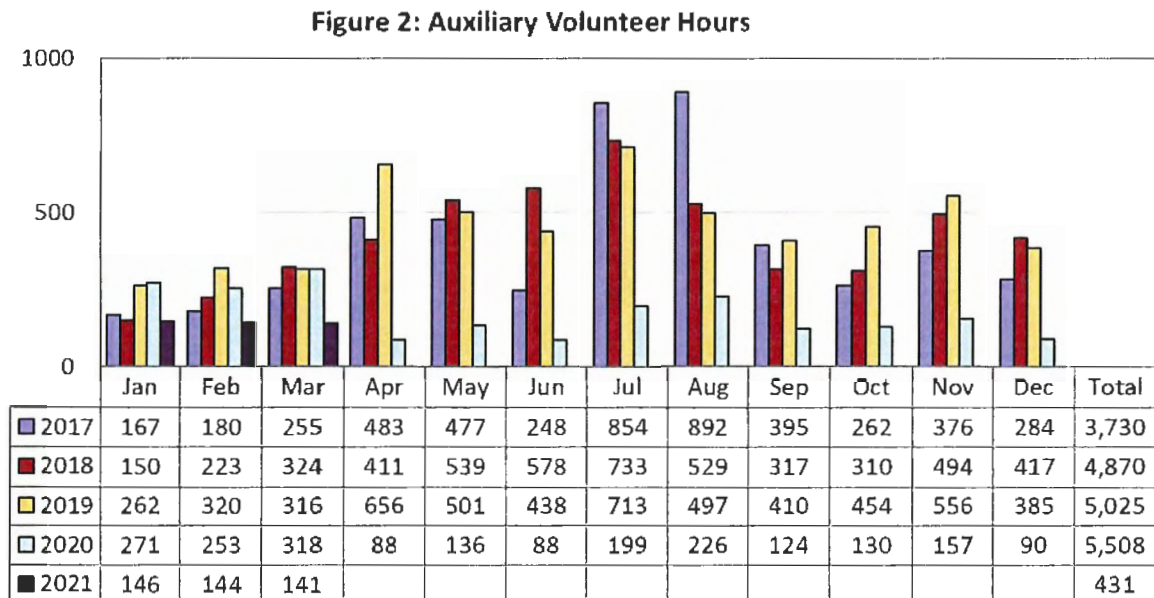
³ Crime rate is calculated per 1,000 people.



Auxiliary Program

In March 2021, the Richmond RCMP Detachment had a complement of 30 Auxiliaries.⁴ Due to COVID-19 safety protocols, volunteer activities have been significantly reduced. Auxiliaries provided a total of 141 volunteer hours during the month of March.

Figure 2 compares the monthly hours of service provided from 2017 to 2021.



⁴ Previously referred to as Auxiliary Constables.

Auxiliary Program Activities

Auxiliaries attend events in the community to promote a positive police presence, support RCMP members and assist with community policing and crime prevention initiatives, as well as traffic and crowd control. During the month of March, Auxiliaries participated in:

- Administrative Support
- Bait Car
- Departmental Operations Centre
- Media Video Projects

Block Watch

At the end of March 2021, the Block Watch program had 305 groups totaling 6,538 participants. Currently, the program includes 439 captains and co-captains. This month, the Block Watch program continued virtual training for new captains.

Community Police Station Programs

Community police stations enhance the Richmond RCMP Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. Due to the COVID-19 pandemic, all three community police stations have been closed to the public since March 2020. Volunteer deployments resumed in June 2020, in accordance with the guidelines established by RCMP "E" Division's Crime Prevention Services; however, the scope of volunteer activities has been limited. City staff and volunteers continue to pursue safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility.

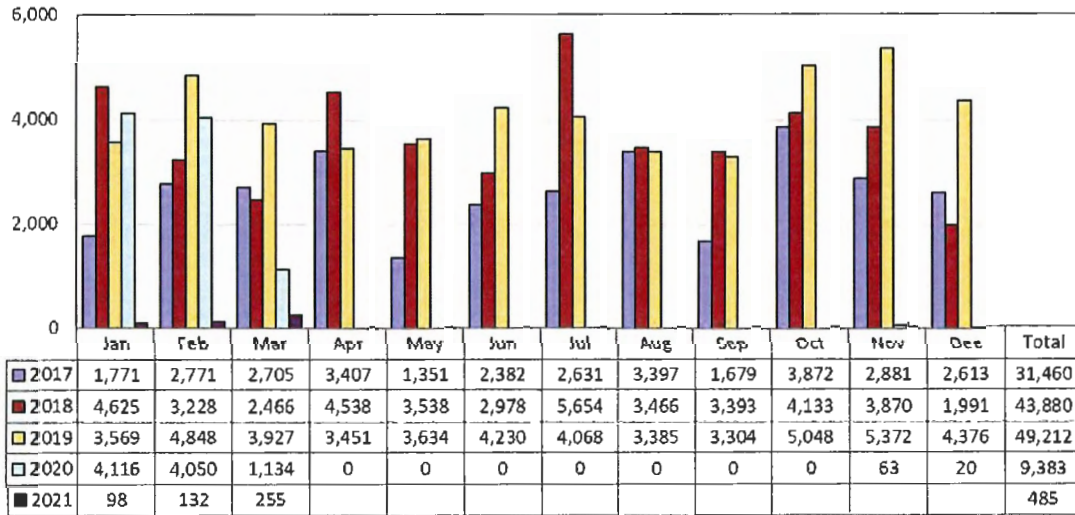
During the month of March volunteer highlights included:

- Seven Lock Out Auto Crime deployments took place, which resulted in 255 information letters being distributed.
- Speed Watch was conducted on 686 vehicles at multiple locations, which resulted in 35 information letters being distributed.
- March 9 and 10 – Volunteers assisted RCMP officers with a Distracted Driving Blitz in central Richmond and observed 1,800 vehicles for possible infractions. No infractions were observed.
- March 30 and 31 – Volunteers assisted RCMP officers with a Distracted Driving Blitz in central Richmond and observed 600 vehicles for possible infractions. Police issued 43 warnings.

Lock Out Auto Crime

Figure 3 provides a comparison by year of the number of vehicle notices issued.⁵

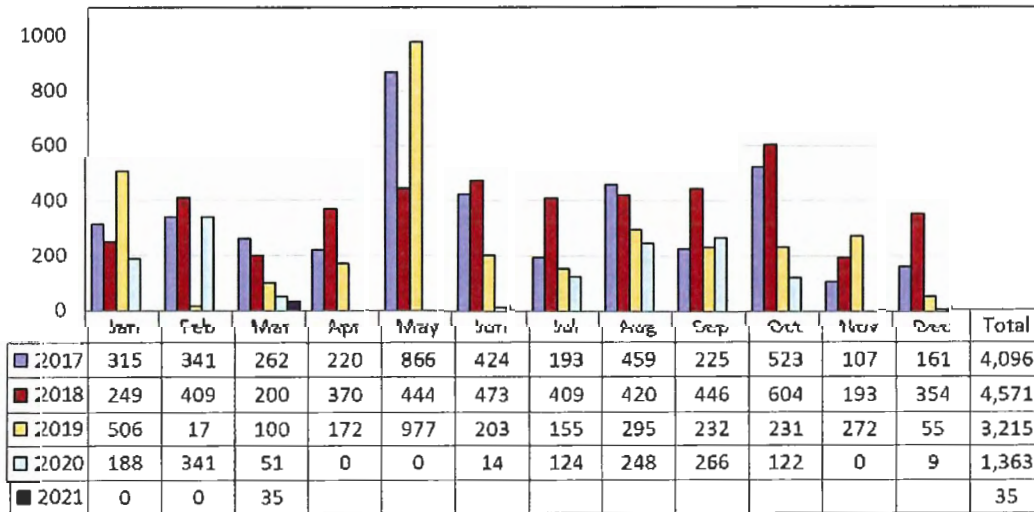
Figure 3: Lock Out Auto Crime Vehicles Issued a Notice



Speed Watch

Figure 4 provides a yearly comparison of the number of letters sent to registered vehicle owners.

Figure 4: Speed Watch Letters Sent



⁵ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices.

Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and education initiatives. During the month of March, the Crime Prevention Unit participated in the following events/activities:

- Community Outreach Weekend
- Distracted Driving Blitzes
- Diversity & Inclusion Initiatives
- Fraud Presentation (virtual)
- Lock Out Auto Crime
- Special Post Incident Community Engagement⁶

Road Safety Unit

The Road Safety Unit makes Richmond’s roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. Table 3 compares statistics for March 2021 to both January 2021 and February 2021. Violation Tickets were issued for the following infractions:

Table 3: Violation Tickets Issued

Infraction	January 2021	February 2021	March 2021
Distracted Driving	82	105	254
Driver License	183	157	227
Impaired	26	24	56
Intersection Offences	57	54	50
Moving Infractions ⁷	168	135	103
Speeding	320	272	177
Seatbelts	1	0	21
Vehicle Related ⁸	98	87	98
Other ⁹	11	5	0
Total	946	839	986

Victim Services

In March 2021, Richmond RCMP Victim Services met with 103 new clients and attended seven crime/trauma scenes after hours. Victim Services reduced in-person client services in March 2020 and began offering services by phone but continue to attend some of the more serious calls in person. The unit currently maintains an active caseload of 256 files. In March, Victim Services responded to a number of cases involving medical-related sudden deaths, drug overdoses and mental health issues.

⁶ Conducted in East Richmond following double homicide and home invasion in the area.

⁷ Moving infractions refers to unsafe lane change and unsafe passing.

⁸ Vehicle related refers to vehicle defects, for example no lights and no insurance.

⁹ Other refers to miscellaneous charges including fail to remain at the scene of an accident and failing to stop for police.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies that contribute to safe and healthy behaviours essential to the development of productive and civic-minded adults. During the month of March, Youth Section highlights included:

- 63 Drug Abuse Resistance Education (DARE) classes were delivered to Grade 5 students in 17 schools via Zoom. The DARE program concluded the second term with 17 DARE graduations, which included the participation of 758 students.¹⁰
- RCMP officers in the Youth Section conducted 59 proactive school visits at Secondary Schools and 76 visits at Elementary Schools. Police officers engaged with the students at recess and lunch, as well as during morning and afternoon supervision.

Financial Impact

None.

Conclusion

In March 2021, the Richmond RCMP conducted a number of noteworthy investigations, including a home invasion and a house fire that led to the discovery of a double homicide. Police statistics for this month indicate that most crime types were within the expected ranges; however, arsons and sexual offences were both above the expected numbers.

In March, the Richmond RCMP Community Engagement Team and volunteers conducted road safety deployments focusing on distracted driving. In addition, the DARE program concluded its second term, which was delivered via virtual lessons. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.



Edward Warzel
Manager, RCMP Administration
(604-207-4767)

EW:

- Att. 1: Community Policing Programs
2: Crime Statistics
3: Crime Maps

¹⁰ This includes grade 6 students who did not participate in the program last year.

Auxiliary Constables

- The primary mandate of Richmond's Auxiliary Constables is to support community policing activities related to public safety and crime prevention.
- For more information, visit www.richmond.ca/safety/police/prevention/auxiliary.htm

Block Watch

- Community-based crime prevention program aimed at helping neighbors organize themselves to prevent crime.
- Residents can receive email alerts of neighbourhood residential break and enters by registering their email addresses at: blockwatch@richmond.ca
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

- Trained volunteers monitor intersections and observe distracted drivers.
- A letter is sent to the registered owner of the offending vehicle with information on the safety risks associated to the observed behaviour and applicable fine amounts.
- For more information, visit www.richmond.ca/safety/police/prevention/programs.htm

Fail to Stop

- Trained volunteers monitor areas that have been referred to the program by local businesses or residents where drivers are not making a full stop at the stop sign, or running a red light.
- An information letter is sent to the registered owner of the vehicle advising them the date, time and location and applicable fine amounts if the driver received a violation ticket.

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.

- For more information, visit
- www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

- This program allows riders to easily and securely register their bikes. This up-to-date database of bikes alerts its registrants if a fellow 529 bike is stolen.
- Project 529 is a unique, multi-national registry that holds a database of all registered and stolen bikes.

Speed Watch

- Co-sponsored by ICBC, promotes safe driving habits by alerting drivers of their speed.
- Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed.
- Volunteers record the license plate number and the speed, and a letter is sent to the registered owner of the offending vehicle. The letter includes the date, time and location and applicable fine amounts if the driver received a violation ticket.

Stolen Auto Recovery

- Co-sponsored by ICBC, trained volunteers equipped with portable computers identify stolen vehicles.
- These volunteers recover hundreds of stolen vehicles each year throughout the Lower Mainland.

Volunteer Bike and Foot Patrol Program

- Trained volunteers patrol Richmond neighbourhoods reporting suspicious activities and providing a visible deterrent to crime and public order issues.

MARCH 2021 STATISTICS

RICHMOND RCMP

This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents and MHA-related calls for service are included. Individual UCR codes are indicated below the specific crime type.

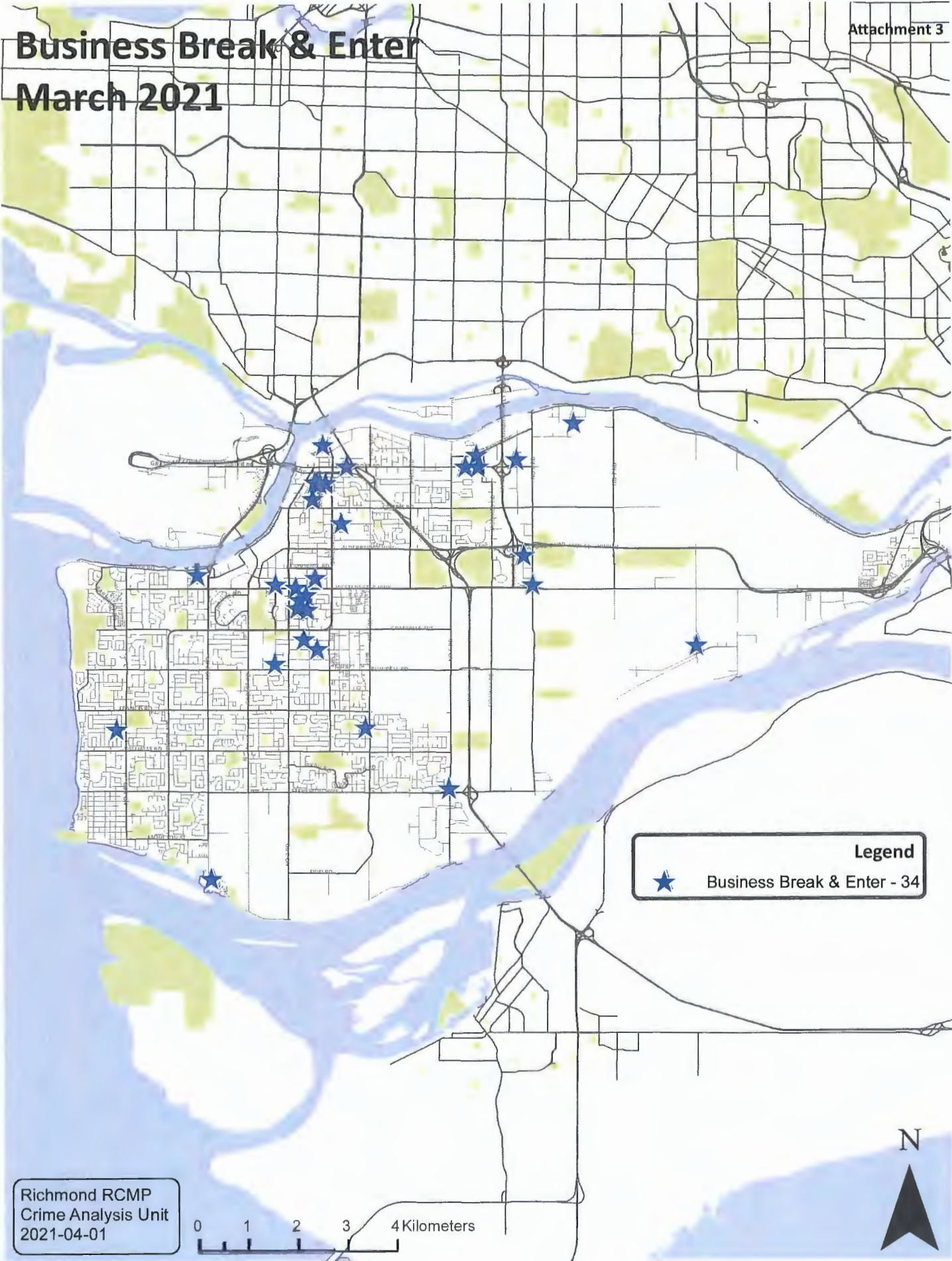
In 2019, changes were implemented regarding the collection of UCR data. The new standards provide much more stringent criteria to classify a file as unfounded. As a result, there will be an increase in many crime statistics, and clearance rates will conversely decline. This creates numerous challenges when comparing previous years' data. Full details on the Uniform Crime Reporting Survey are available at Statistics Canada: <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54973-eng.htm>. For more information, contact Richmond Crime Analysts.

The 5 year average range data is based on activity within a single month over the past 5 years. If the current monthly total for an offence is above the expected average range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red**. If the current monthly total for an offence is above the expected average range due to primarily non-operational reasons such as the new UCR standards or other scoring issues, the total will be noted in **purple**. Below expected numbers will be noted in **blue**.

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Mar-21	March		2020	2021	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	153	127.0	104-150	398	427	7%	29
Robbery <small>UCR 1610 (1-3)</small>	4	6.0	4-8	15	15	0%	0
Assault Common <small>UCR 1430</small>	44	42.8	35-50	160	137	-14%	-23
Assault Serious <small>UCR 1410, 1420</small>	14	12.8	10-16	33	40	21%	7
Sexual Offences <small>UCR 1348, 1330, 1356, 1319, 3450/5356</small>	21	12.0	8-16	42	56	33%	14
PROPERTY CRIME (UCR 2000-Series Offences)	617	673.4	603-744	1757	1642	-7%	-115
Business B&E <small>UCR 2120-1</small>	34	32.6	25-40	99	80	-19%	-19
Residential B&E <small>UCR 2120-2</small>	32	45.2	37-54	141	99	-30%	-42
Auto Theft <small>UCR 2135 (1-10), 2178</small>	37	28.8	24-34	84	73	-13%	-11
Theft from Auto <small>UCR 2132, 2142</small>	178	201.8	164-239	490	434	-11%	-56
Theft <small>UCR 2130, 2140</small>	49	91.0	79-103	214	176	-18%	-38
Shoplifting <small>UCR 2133, 2143</small>	63	74.8	59-91	186	192	3%	6
Fraud <small>UCR 2160 (36), 2165, 2166</small>	87	81.0	68-94	217	228	5%	11
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	208	182.0	167-197	549	622	13%	73
Arson <small>UCR 1629, 2110</small>	9	2.4	1-3	11	18	64%	7
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	978	978.4	916-1041	2704	2693	0%	-11
DRUGS (UCR 4000-Series Offences)	44	49.8	37-62	317	118	-63%	-199
MHA RELATED CALLS (MHA files or Mental Health flag)	136	136.8	106-168	494	374	-24%	-120

Prepared by Richmond RCMP Crime Analysts. Data collected from PRIME on 2021-04-02. Published 2021-04-06. These data are operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

Business Break & Enter March 2021

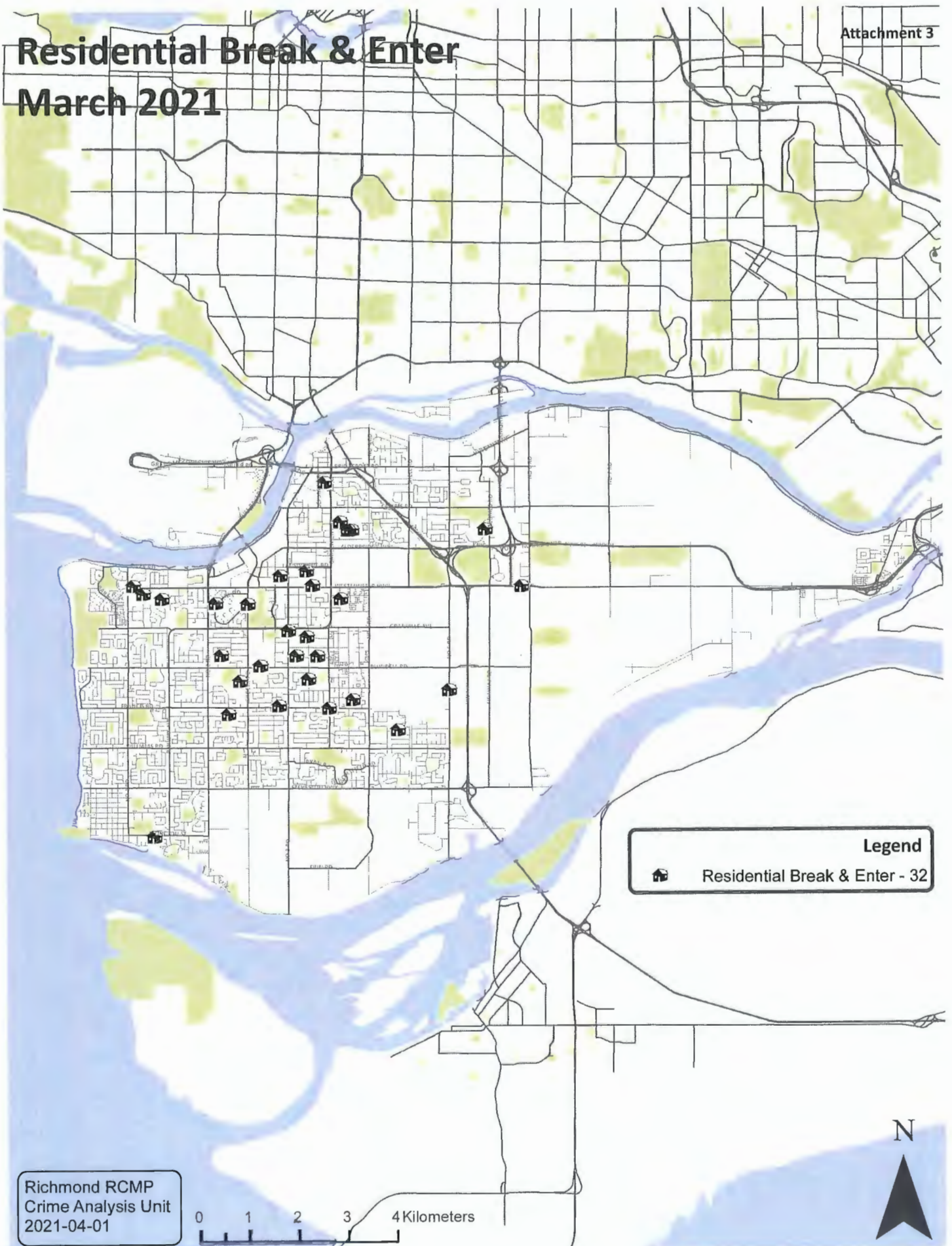


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★ Business Break & Enter - 34

Richmond RCMP
Crime Analysis Unit
2021-04-01

0 1 2 3 4 Kilometers

Residential Break & Enter March 2021



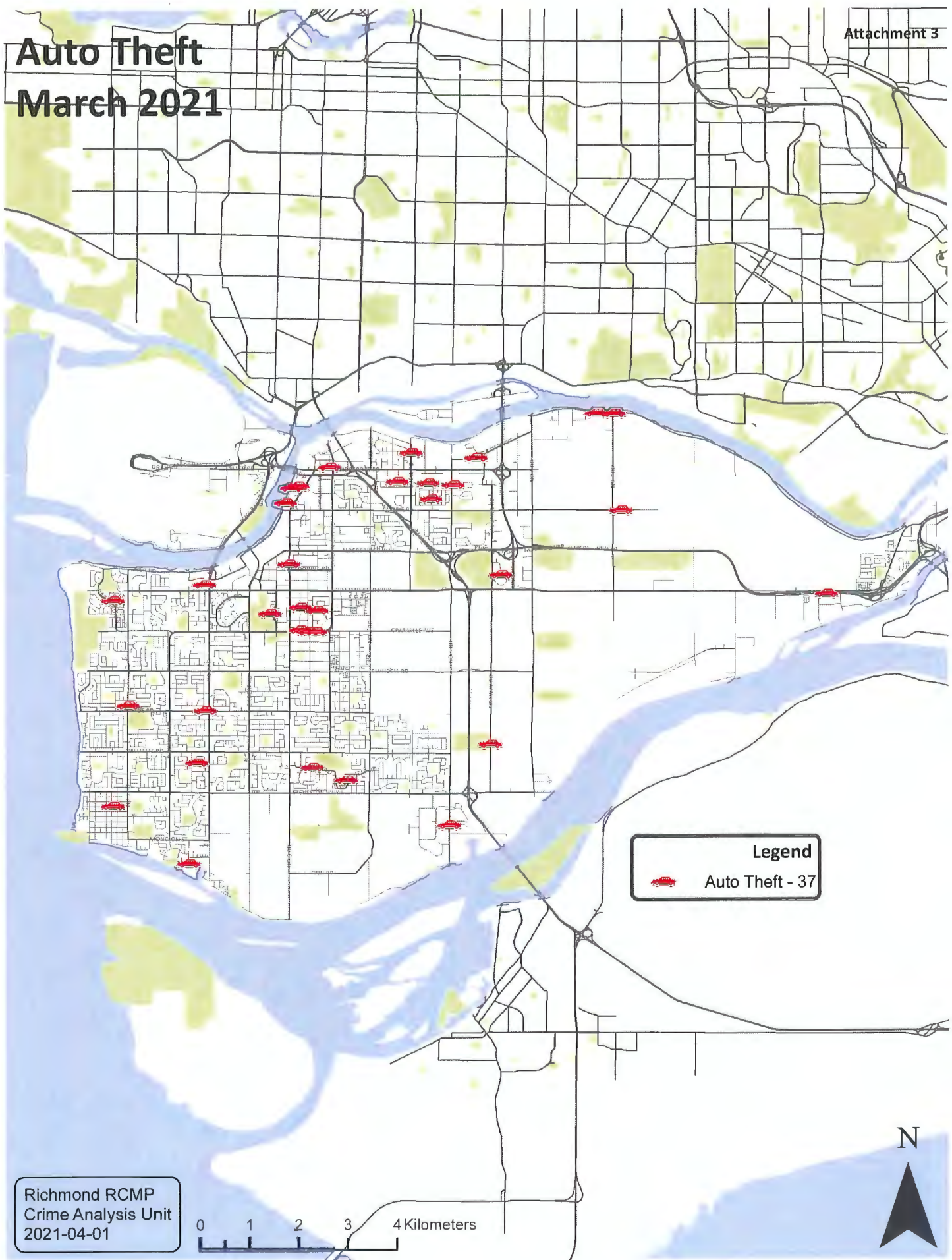
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🏠 Residential Break & Enter - 32

Richmond RCMP
Crime Analysis Unit
2021-04-01

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Auto Theft March 2021

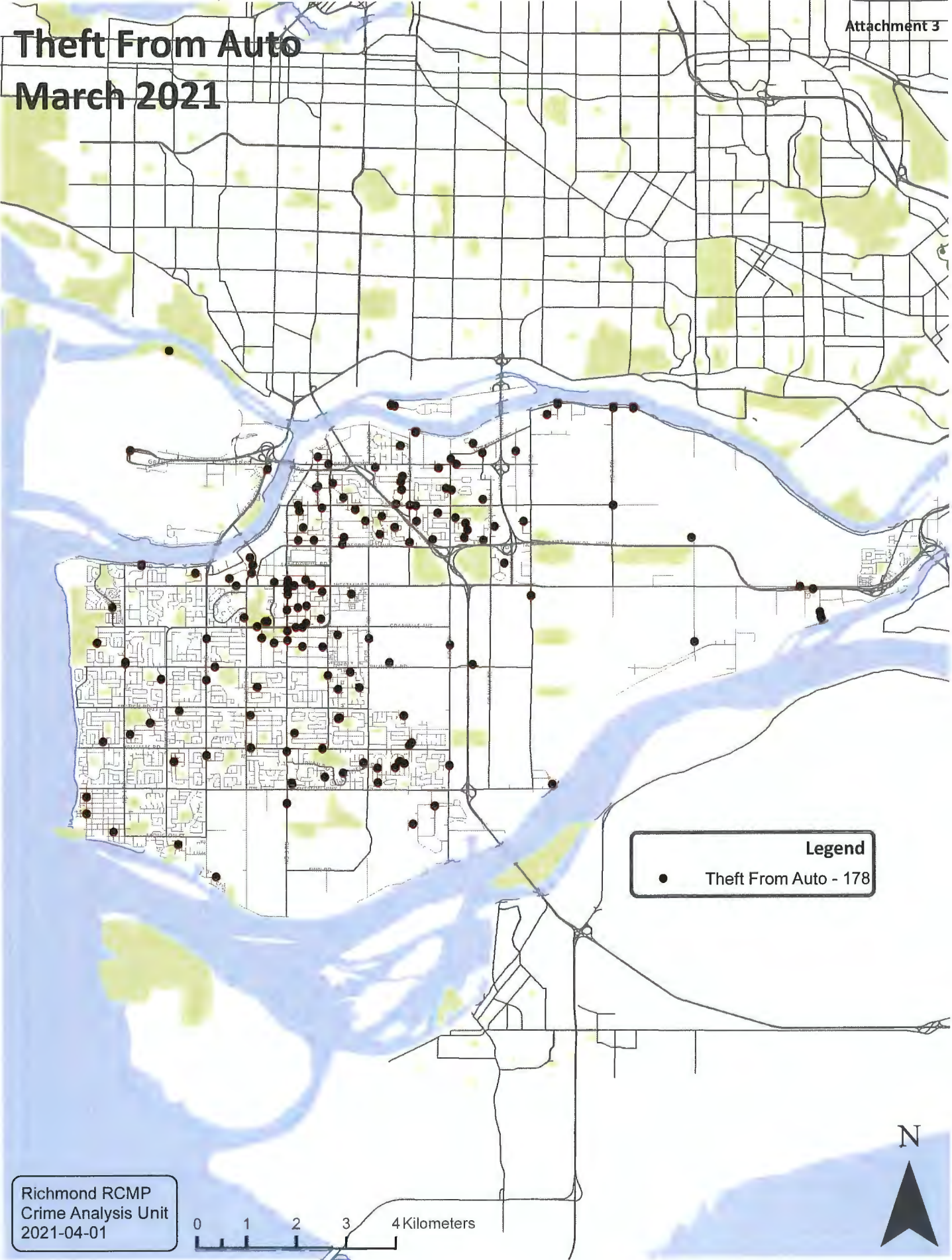


Richmond RCMP
Crime Analysis Unit
2021-04-01

0 1 2 3 4 Kilometers

CS - 57

Theft From Auto March 2021



Legend
● Theft From Auto - 178

Richmond RCMP
Crime Analysis Unit
2021-04-01

0 1 2 3 4 Kilometers



CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Slam the Tax Season Scam

Have you received a suspicious call, email or text message from someone claiming to be a Canada Revenue Agency (CRA) employee? As tax season approaches, scammers often contact Canadians to trick them into paying fake debts or gather personal and financial information.

To identify legitimate communications from the CRA, note the following:

The CRA will NEVER:

- Use aggressive language or threaten to send the police to arrest you.
- Leave threatening voicemails.
- Demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards.
- Send you a link to an online form for personal or financial details.
- Email you a link to your refund.
- Meet with you in a public place to take payment.
- Use text messages or instant messaging to communicate with you.

Scam



loading...

Contact the CRA if you: (1-800-959-8281 for individuals and 1-800-959-5525 for businesses)

- Received a phone call, email or mail from the CRA but have doubts and would like to verify if it is.
- Think your CRA login has been compromised.
- Want to disable online access to your information.
- Want to re-active online access to your information.

Protect Yourself from Identity Theft

- Keep your address current with all government departments and agencies.
- Never provide personal information through the internet or by email.
- Keep your access codes, user ID, passwords, and PINs secret.
- Hang up immediately if there is anything suspicious or unprofessional about the call.
- Be careful before you click on links in any email you receive.
- Register for "My Account" on the CRA website and sign up for email account alerts, which will notify you of any changes made to your accounts.
- Shred unwanted documents or store them in a secure place.
- Protect your social insurance number. Don't use it as a piece of ID.
- Don't over share. Be careful what you share on social networks.
- Review your credit report once a year and report problems immediately.



RICHMOND RCMP CRIME PREVENTION NEWSLETTER

When Someone Knocks on Your Door

There is no requirement for you to answer your door!

But you should:

- Never open the door without checking to see who it is.
- Look out from the peephole and speak through the door. If you don't recognize the person at the door— DON'T OPEN IT!
- Ask the person who they are looking for and the purpose of the visit.
- Look out through a window and look for a company vehicle, for example, City of Richmond, marked police vehicle, BC Hydro, pest control company etc. You can then call the company to verify whether or not staff is dispatched to your residence or neighbourhood.
- If you have a surveillance camera at the door, check and see if the person is wearing a company uniform.
- Ask for identification with company logo (company/staff ID, police officer badge).
- Do not just ignore the knock and pretend that you are not home. Make it known to the knocker that someone is inside. Turn the volume up on the TV or radio.
- Call the Police if the visitor seems suspicious. (e.g. leaves quickly when you answer, takes pictures of your home, looks inside your house through windows, refuses to leave etc.)
- Try to get a description of the knocker—description of clothing, hair colour, distinguishing marks, height, and license plate of vehicle if possible.

Catalytic Converter Theft

Theft of catalytic converters have been happening for years but as the price of certain metals increase, so have thefts. Any vehicle with a catalytic converter can be a target, no matter if it's a newer or an older vehicle. Thieves can jack up a car and remove the converter in a matter of minutes. A few steps could be well worth avoiding the cost and frustration of having to replace a catalytic converter.



- Park in your garage
- Park in a well-lit area
- If possible, park next to a fence or wall to limit space for thieves to jack your car up from the side
- Weld your catalytic converter to your car's frame, making it harder to steal
- Install a car alarm that detects vibration
- Consider engraving your vehicle identification number (VIN) on the catalytic converter

Outdoor Personal Safety Tips

- Plan your day—before heading out, look up the routes if you are not familiar with the area. This prevents you from having to ask a stranger for directions.
- Look confident—attackers look for distracted, vulnerable or meek individuals. Stand and walk with a purpose!
- Make eye contact—criminals want to avoid being identified by the police. If you look a stranger in the eye with confidence, it shows you've seen them and can possibly ID them to the police.
- Be alert—pay attention to your surroundings and the people around you. Avoid using or wearing anything that will impede your vision or hearing.
- Keep your bag closely to your body—it prevents and lowers the chance for thieves to snatch the bag easily.
- Be informed—pay attention to local news and stay on top with current crime trends. Be aware of locations and situations which would make you appear vulnerable to crime.
- Avoid dark and isolated areas—criminals don't like to attract attentions. Stay in well-lit and well populated areas.
- Carry a personal safety alarm or a whistle—generates a loud sound to alert people around you that you are in danger. In some cases, it may be enough to disorient attackers, allowing you to get away safely.

Richmond BC Alert - New Changes Coming in May

Richmond BC Alert is an emergency notification system that sends notifications in the event of an emergency. It informs the community of imminent emergencies or disasters that may impact Richmond. When the City of Richmond alerts the public of an emergency, notifications will be sent to all registered contacts in the impacted area. Alerts may include information about evacuation orders, where to go for support during an emergency (ie. Location of reception centres) and information about potential threats to public safety or the community. You can choose to receive notifications by email, phone, SMS and fax. There is no cost to subscribe but message and data rates may apply. Residents can update their account at any time. Richmond residents and businesses may register up to six phone numbers, two email addresses, one SMS text and one fax number for each local address. Please note that the Richmond Alert system can only send notifications in English. If English is not your first language, we recommend providing an email address or a phone number to receive alerts by text message. By doing that, you can use the translation software on your cell phone or computer to translate the message.

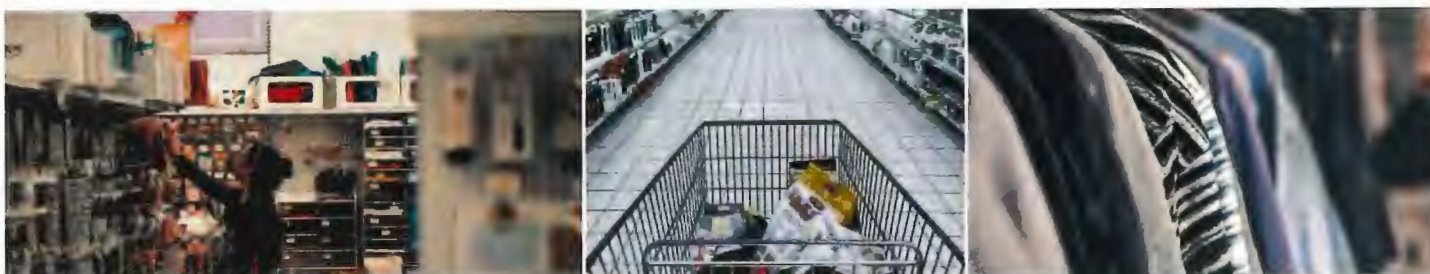


Current Richmond BC Alert subscribers - you must resubscribe to continue receiving emergency notifications through Richmond-Alert when the system changes. Sign up now to receive an email notification when the new system is live at www.richmond.ca/alert.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME
NEWSLETTER

Shoplifting Prevention



Retailers can reduce loss of goods and profits when proper anti-theft systems and practices are set in place. Here are some ways to prevent shoplifting:

- Be aware of at-risk items—keep small and easy-to-pocket products closer to the registers. Lock expensive items in cabinet displays.
- Publicize the consequences of stealing—post your shoplifting policy somewhere prominent.
- Install cameras and mirrors—reduce blind spots and help identify shoplifters.
- Greet all customers as they enter the store—be attentive to customers and check in with them occasionally to ask if they need any assistance.
- Train employees to watch for theft—lookout for people carrying large bags or wear unusually bulky clothing for the purpose of concealing merchandise.
- Schedule appropriately—have more staff working on busy days and peak hours, like weekends and especially during the holiday season
- Optimize store layout—put checkouts by the exits, use lower shelves, keep store neat and orderly.
- Install electronic article surveillance (EAS)—attach security tags to your products. Pick a EAS device that cause the minimum number of false alarms.



Please help by reporting any suspicious behaviour: RCMP Non-Emergency line **604-278-1212**. If you witness a crime in progress, dial **9-1-1**.

Email Break & Enter Alerts

To receive email alerts of neighbourhood commercial break and enters, register your business name and street address at:
RCMP_Business_Link@richmond.ca

