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## **Community Safety Committee**

**Date:** Tuesday, June 15, 2010

**Place:** Anderson Room  
Richmond City Hall

**Present:** Councillor Derek Dang, Chair  
Councillor Ken Johnston, Vice-Chair (arrived at 4:26 p.m.)  
Councillor Evelina Halsey-Brandt  
Councillor Greg Halsey-Brandt  
Councillor Bill McNulty  
Mayor Malcolm Brodie

**Also Present:** Councillor Sue Halsey-Brandt  
Councillor Linda Barnes (arrived at 4:56 p.m.)  
Councillor Harold Steves (arrived at 4:56 p.m.)

**Call to Order:** The Chair called the meeting to order at 4:00 p.m.

### **MINUTES**

It was moved and seconded

*That the minutes of the meeting of the Community Safety Committee held on Tuesday, May 11, 2010, be adopted as circulated.*

**CARRIED**

### **NEXT COMMITTEE MEETING DATE**

Tuesday, July 13, 2010, (tentative date) at 4:00 p.m. in the Anderson Room

### **DELEGATION**

*Ken Shymanski, President and CEO of E-Comm, to provide updated information on the activities and services provided by E-Comm.*

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Ken Shymanski, President and CEO of E-Comm, and Doug Watson, Vice-President of Operations of E-Comm, distributed copies of their report (attached to and forming part of these Minutes as Schedule 1) and spoke of E-Comm's phenomenal growth and improvements in service levels since its inception in 1999.

In response to queries, Mr. Shymanski and Mr. Watson provided the following information:

- the service level contract of E-Comm with Metro Vancouver specifies that 95% of calls are answered in 5 seconds or less;
- in the ten-month period from June 2009 to May 2010, E-Comm has consistently achieved its target service level except in June 2009 when fraudulent calls and an unexpected high level of activity by TELUS affected E-Comm's service delivery; and
- the decrease in cost per call is attributed to E-Comm's operational efficiency and the introduction of a single support technology which enabled it to achieve economies of scale resulting in cost reduction.

The Committee requested E-Comm to provide information and statistics on (i) the increase in Richmond RCMP emergency call volume during the 2010 Winter Olympics; and (ii) Richmond's 9-1-1 monthly call volumes from February 2009 to May 2010.

The Committee also requested staff to study whether there is a correlation between the increase in Richmond's emergency call volumes with the City's population growth.

## VIDEO

### *Richmond Fire-Rescue Recruitment / Outreach Video*

The video presentation was postponed due to technical problems.

## LAW AND COMMUNITY SAFETY DEPARTMENT

1. **IMPOSED CLEAN UP OF AN UNSIGHTLY PROPERTY - CIVIC ADDRESS: 23060 WESTMINSTER HIGHWAY - LEGAL DESCRIPTION: LOT 41, SEC 36 BLK5N RG4W, PLAN 8421**  
(File Ref. No.: 12-8075-20) (REDMS No. 2882707)

Magda Laljee, Supervisor, Community Bylaws, provided background information and in response to a query, stated that the reason cited by the owner of subject property for non-compliance with the 'Order to Comply' is that the said property is up for sale.

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Mr. Adrianus Johannes Jacobus Rosbergen, owner of the property located at 23060 Westminster Highway, spoke about the circumstances which resulted in the accumulation of vehicles and materials on his property. In response to queries, Mr. Rosbergen mentioned that he is currently cleaning up the property and that the owners of vehicles parked on his property have been advised to remove their vehicles.

In response to a query, Ms. Laljee clarified that the subject of the 'Order to Comply' does not include the vehicles parked on Mr. Rosbergen's property.

Discussion ensued regarding the time needed by Mr. Rosbergen to remove the subject materials from his property. As a result of the discussion, the following **motion** was introduced:

It was moved and seconded

- (1) *That Walden Disposal and Tractor Service, as contractor for the City, be authorized to remove and dispose of all discarded materials on or after July 15, 2010 at 23060 Westminster Hwy, Richmond, in accordance with the "Order to Comply" dated April 22, 2010 issued under the Unsightly Premises Bylaw No. 7162 and section 17(1) of the Community Charter; and*
- (2) *That the final cost of this removal and disposal, estimated at \$4299.75 (including fees and taxes), be invoiced to the registered owner of the property located at 23060 Westminster Hwy.*

**CARRIED**

**2. RCMP'S MONTHLY ACTIVITY REPORT FOR JUNE 2010**

(File Ref. No.: 09-5000-01) (REDMS No. 2902152)

Rendall Nessel, OIC, Richmond RCMP, advised that enforcement of traffic laws, especially at the intersections, is an ongoing project of Richmond RCMP in response to the reported pedestrian accidents. He added that Richmond RCMP remains vigilant in enforcing the new legislation on the use of cell phones while driving and will continue to conduct vehicle inspections to enforce other traffic laws such as the use of seatbelts. With regard to the theft of copper wires in the City's lamp posts, Mr. Nessel reported on the arrest and prosecution of the suspect although restitution would be difficult to obtain in the said case.

In response to queries, OIC Nessel provided the following information:

- the drivers apprehended during the vehicle checks conducted by RCMP on May 13, 2010 were charged and ticketed for various traffic violations;
- the April 10 statistics on fraud include credit card thefts occurring at gas stations and RCMP will give more attention to repeated incidents at particular gas stations;

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- the new bylaw on record-keeping requirements for business establishments helped the RCMP in identifying the suspect of the copper wire theft case; and
- the rise in reported sexual offences is attributed to historical incidents, i.e., incidents which happened in the past but were reported only recently.

It was moved and seconded

*That the staff report dated May 20, 2010, from the Officer in Charge, Richmond RCMP Detachment, entitled "RCMP's Monthly Activity Report for June 2010" be received for information.*

**CARRIED**

3. **VIAL OF LIFE PROGRAM – RICHMOND FIRE-RESCUE SUPPORT**  
(File Ref. No.:) (REDMS No. 2907371)

In response to queries, Fire Chief John McGowan and Deputy Fire Chief Kim Howell advised the following:

- the vials will be distributed by the participating pharmacies and Richmond Fire-Rescue (RFR) will participate in the public education aspect of the Vial of Life (VOL) Program;
- the Working Group of VOL is actively seeking the support of the community to meet the financial requirements of the Program;
- the proposed \$3,000 contribution by Council is intended to support the VOL Program in general and not earmarked for any specific item which needs funding;
- the proposed in-kind support of RFR staff time to the Program is part of the work program of RFR; and
- Some of the data needed for the evaluation of the Program will be provided by RFR.

It was moved and seconded

*That:*

- (1) *the in-kind support of Richmond Fire-Rescue staff time to the Vial of Life Program be approved, and staff report back on the success of the program by June 2011 and the time requirement of the Program; and*
- (2) *a one-time \$3,000 contribution to the Vial of Life Program be supported and the amount be funded from the Council Contingency Fund account.*

**CARRIED**

4. **SOIL PROCESSING NON-FARM USE APPLICATION KUTNY'S LANDSCAPING LTD., 9811 NO. 6 ROAD**  
(File Ref. No.: 12-8060-01) (REDMS No. 2860186)

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It was moved and seconded

*That the soil processing non-farm use application submitted by Kutny's Landscaping Ltd. for their topsoil business at 9811 No 6 Road be endorsed.*

**CARRIED**

5. **FIRE CHIEF BRIEFING**  
(Oral Report)

None.

6. **RCMP/OIC BRIEFING**  
(Oral Report)

None.

7. **OTHER ITEMS**

None.

8. **MANAGER'S REPORT**

None.

**ADJOURNMENT**

It was moved and seconded

*That the meeting adjourn (5:04 p.m.).*

**CARRIED**

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, June 15, 2010.

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Councillor Derek Dang  
Chair

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Rustico Agawin  
Committee Clerk

**E-Comm 9-1-1**

Helping to Save Lives and Protect Property



Schedule 1 to the Minutes of the Community Safety Committee meeting held on Tuesday, June 15, 2010.

# City of Richmond Community Safety Committee

Ken Shymanski, president and CEO

Doug Watson, vice-president of operations

June 15, 2010



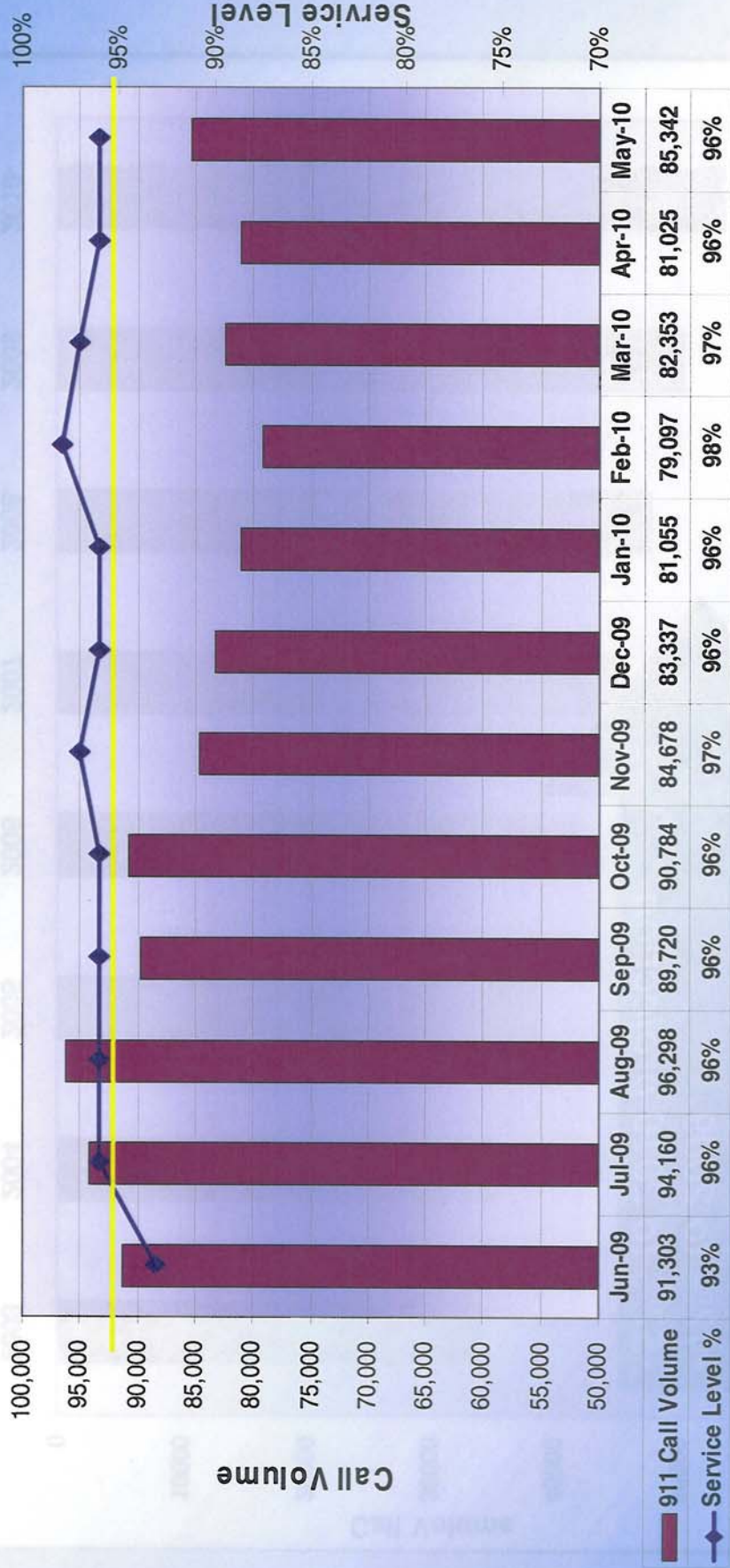
## Looking back, looking ahead

- Regional 9-1-1 Answer Point
- Emergency Dispatch (police and fire)
- Wide-Area Radio System

E-Comm	1999	2009	Change
Dispatch Customer - Police & Fire	9	24	166.7%
Radio Customers (Police)	1	14	1300.0%
Radio Customers (Fire)	1	9	800.0%
Radio Customers (Ambulance)	0	1	100.00%
Number of radios in use by PFA	1,342	7,904	489.0%
9-1-1 Calls	1,064,827	1,024,137	-3.8%
Non-Emergency Calls	See note	376,508	
Employees	177	348	196.6%
Revenue (millions)	\$7.20	\$49	580.6%
Class A shares	12	24	100.0%

*Note: In 1999 VPD non-emergency calls were included with 9-1-1 calls.*

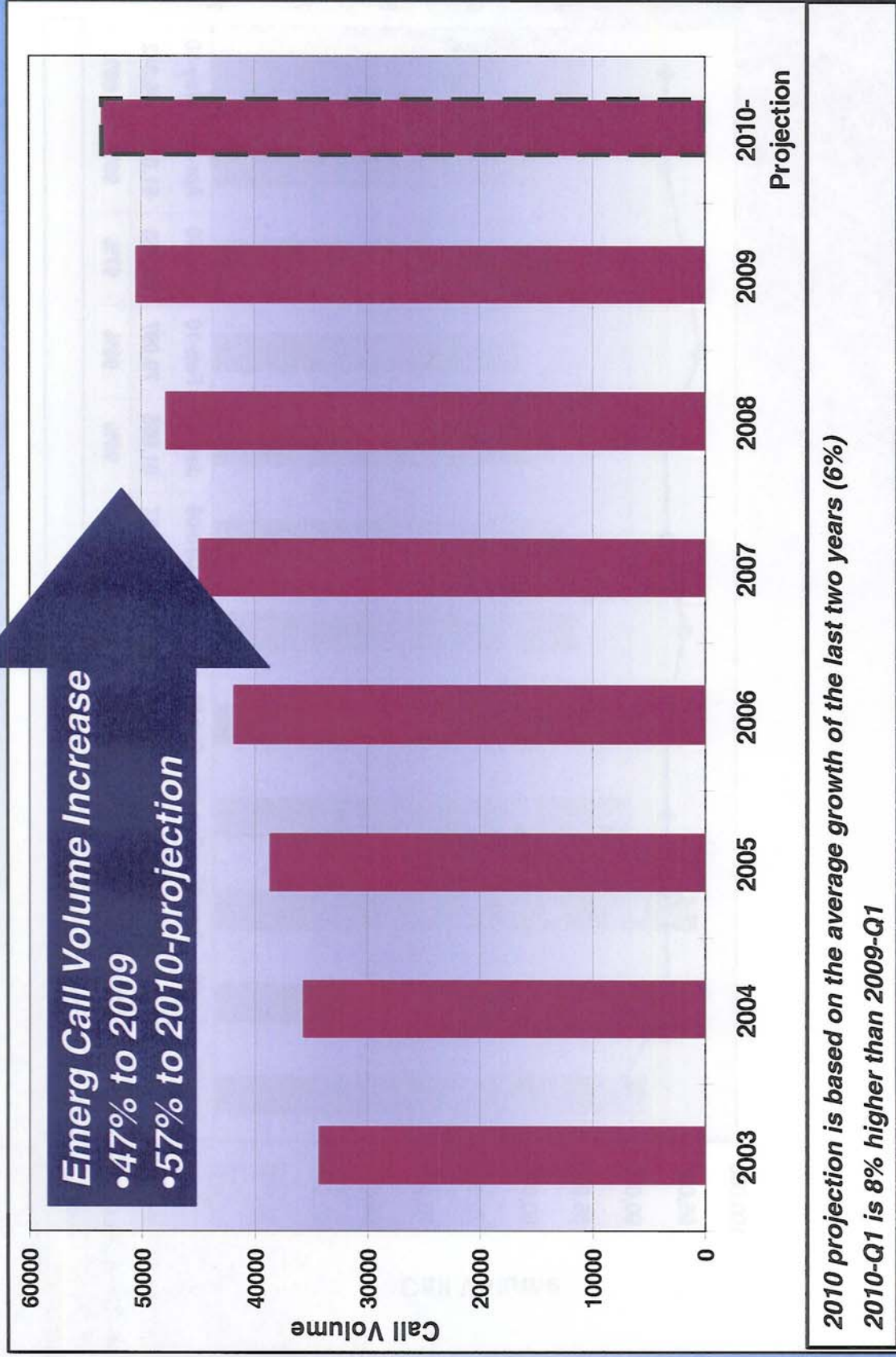
# 911 call volume & service level



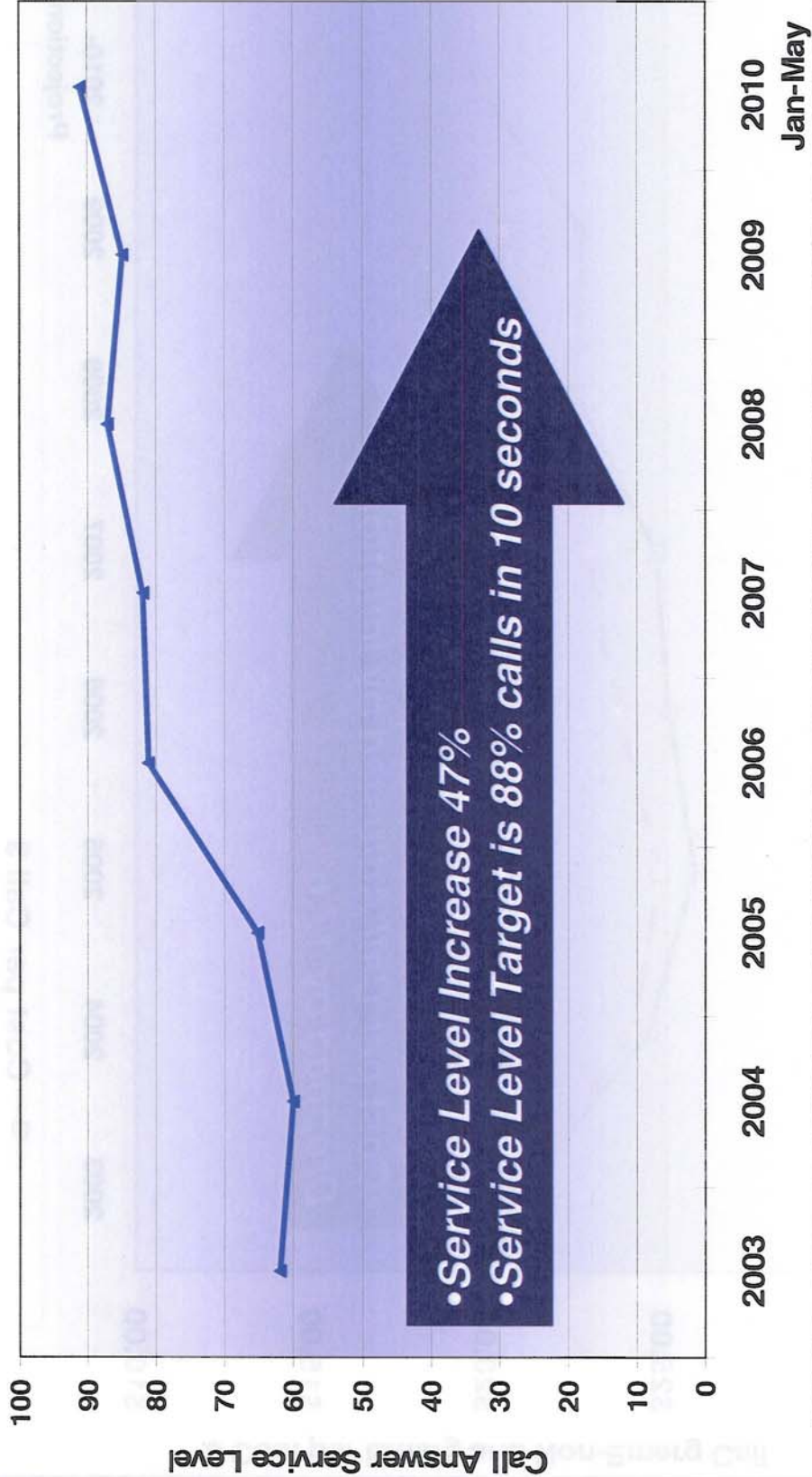
9-1-1 Target Service level 95%



# Richmond RCMP Emergency Call Volume

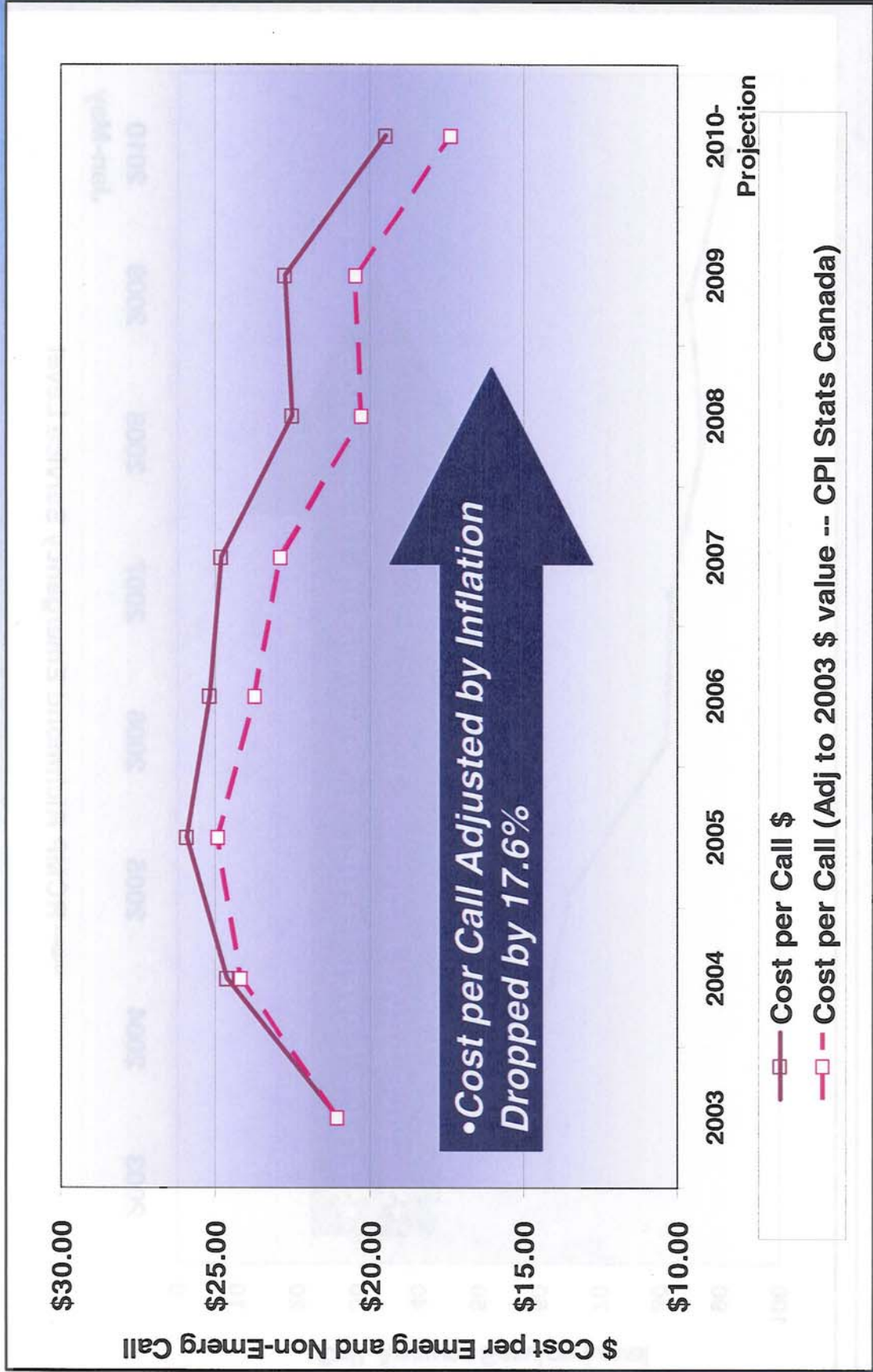


# Richmond RCMP Emergency Call Service Level

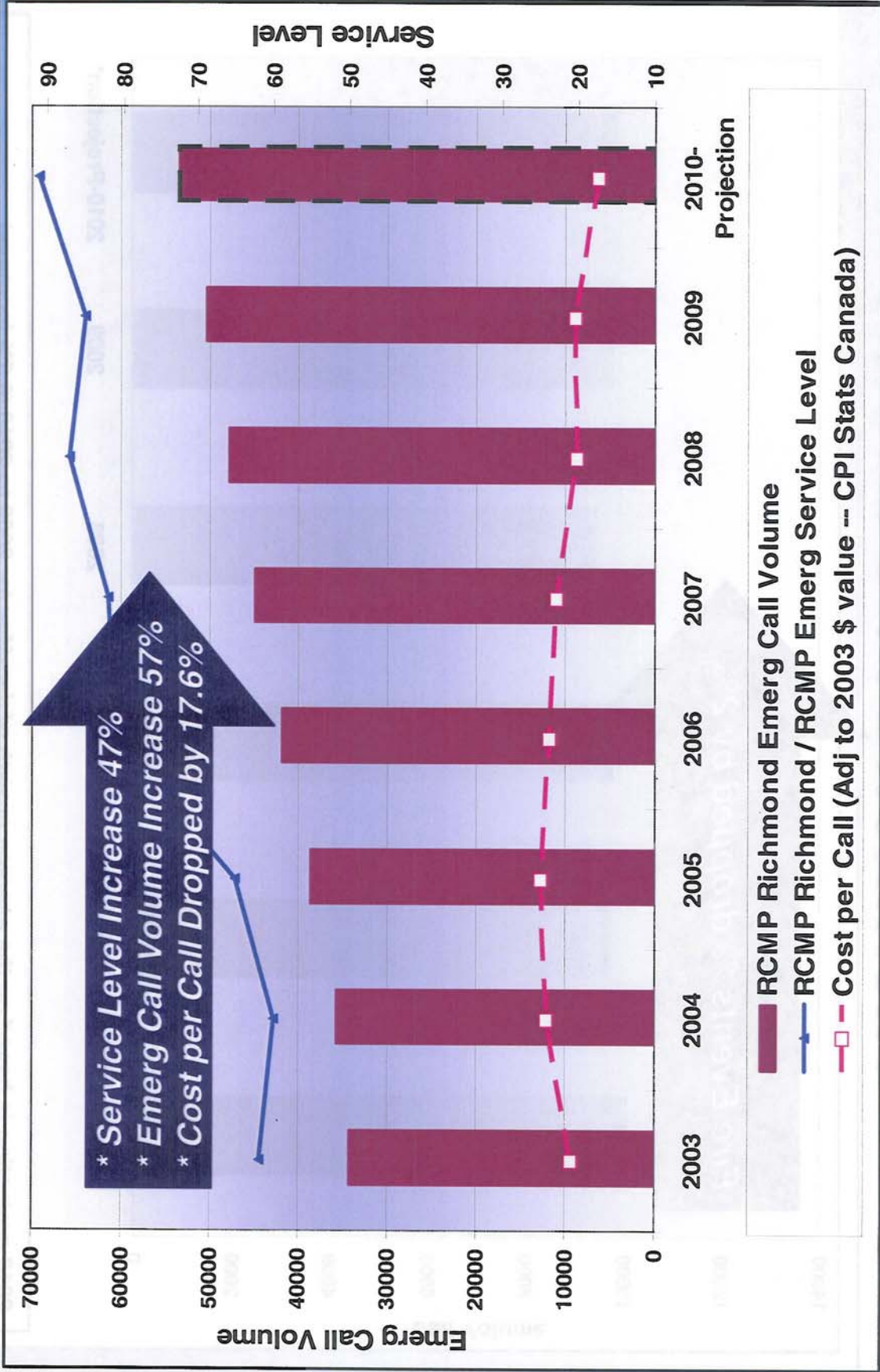




# Richmond RCMP Cost per Call

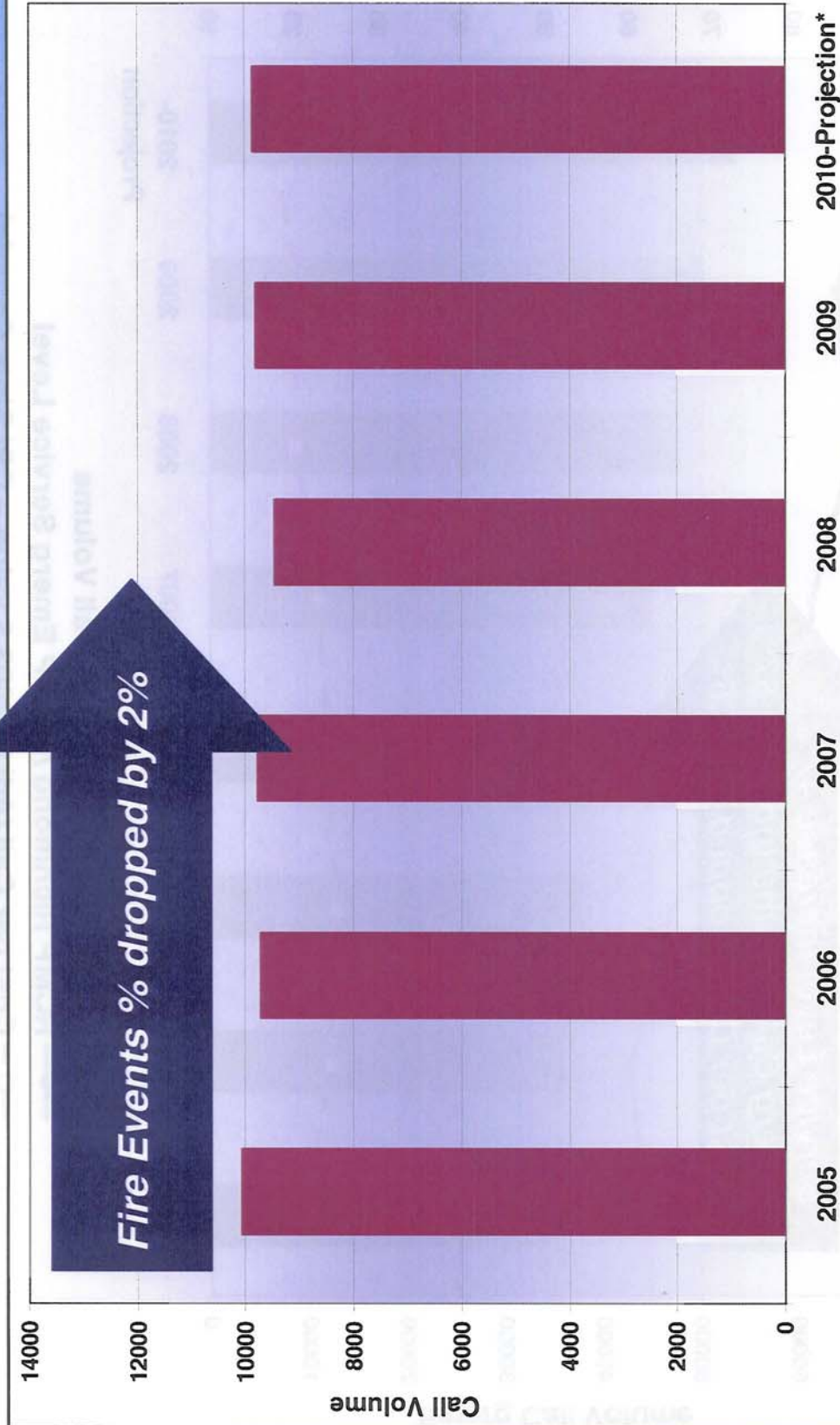


# Richmond RCMP Volume, Service Level and Cost





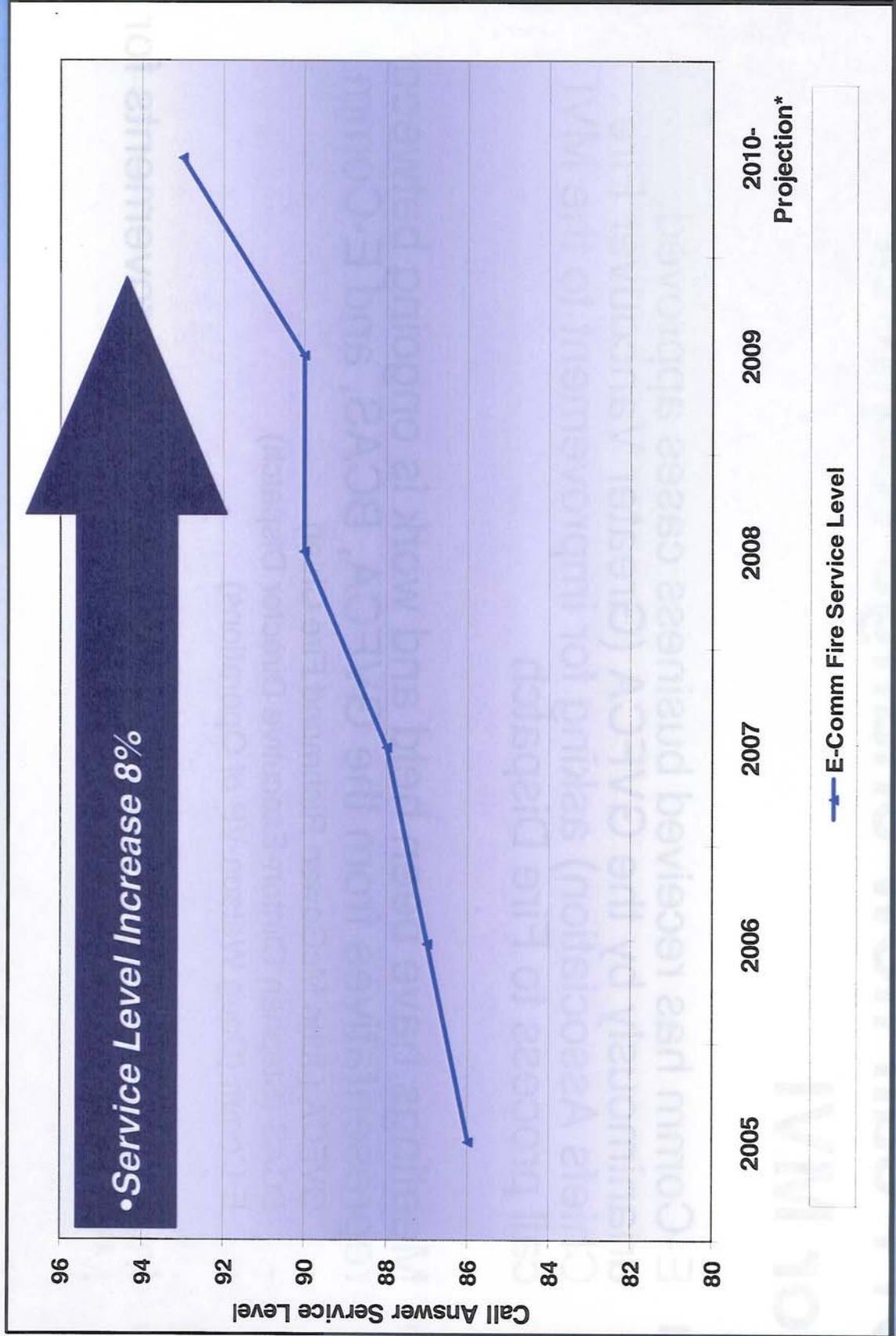
# Richmond Fire Events



Fire Events % dropped by 2%

2010 projection is based on the average growth of Jan-May for 2009 to 2010 (0.5% increase)

# E-Comm Fire Service Level





# 911 call flow change request for MVI

- E-Comm has received business cases approved unanimously by the GVFCA (Greater Vancouver Fire Chiefs Association) asking for improvement to the MVI call process to Fire Dispatch
- Meetings have been held and work is ongoing between representatives from the GVFCA, BCAS, and E-Comm
  - GVFCA (John McGowan Richmond Fire Chief)
  - BCAS (Stephen Clinton-Executive Director Dispatch)
  - E-Comm (Doug Watson-VP of Operations)
- Indications are positive that operational improvements for MVI events will be achieved.

# Olympic Experience

## E-Comm was:

- The 9-1-1 answer point for the host region
- Dispatch headquarters for three Venue Cities
- Liaised with the ISU on behalf of Richmond RCMP
- Two additional dispatchers provided for YVR and the Live site

## Successes:

- Integrated planning efforts of Richmond RCMP, YVR and the City of Richmond with E-Comm
- Preparation resulted in an extremely positive and uneventful Games with the provision of excellent service



# Olympic Experience cont'd

## Impact:

- E-Comm's capacity planning forecasted a 25-31% increase in emergency call volume
- Actual increase was 34% for Richmond and Whistler RCMP
- E-Comm call takers handled over 77,000 calls during the Games
- Forecasted cost to Richmond for E-Comm additional staffing was \$16.2K
  - Actual billing was \$12.6K

# E-Comm Backup

- E-Comm has a complete warm backup center at BCAS.
- Functionality has now been improved to enable full staffing with supporting technology to accommodate entire Dispatch Operation.
- Full Dispatch capability even during relocation of staff.
- This improved capability was in place for the Olympics.



# questions comments



# comments questions