



# City of Richmond

## Report to Committee

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**To:** Community Safety Committee  
**From:** Rendall Nasset, Superintendent  
Officer In Charge, Richmond RCMP Detachment  
**Date:** March 21, 2016  
**File:** 09-5000-01/2016-Vol  
01  
**Re:** Richmond RCMP Block Watch Program

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### Staff Recommendation

That the staff report titled 'Richmond RCMP Block Watch Program,' dated March 21, 2016 from the Officer In Charge, Richmond RCMP, be received for information.

Rendall Nasset, Superintendent  
Officer In Charge, Richmond RCMP  
(604-278-1212)

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: DW
APPROVED BY SAO 	

## Staff Report

### Origin

This report is in response to the referral from the Community Safety Committee meeting of April 14, 2015:

*“That in 2016, Staff prepare a further report on the progress of the Block Watch program.”*

This report supports Council’s 2014-2018 Term Goal #1 A Safe Community:

*Maintain emphasis on community safety to ensure Richmond continues to be a safe community.*

### Analysis

#### Objective of Block Watch

The main objective of the Block Watch Society of BC is to partner with communities to build safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety. Through education on target hardening, property marking and reporting suspicious activity Block Watch provides a means for the community to take responsibility for its own safety by reducing the opportunity for crime.

#### Program Review and Progress

Since last reporting to Community Safety on December 15, 2015 the Block Watch Program continues to be reviewed and enhanced with appropriate measures being adopted. The following steps have been taken:

1. Program Growth

Richmond Block Watch numbers were reviewed and indicate that the program continues to grow with the number of groups currently at 415 and participant numbers at 9,730. The number of captains and co-captains remain steady at 543. A review of the program location indicates that the program is distributed throughout many areas of the City with some opportunity for potential growth in agriculturally zoned areas. (**Attachment 1**).

2. Program Survey

In February 2016, the Richmond RCMP conducted a survey of Block Watch Captains and Co-captains to gather feedback and insights, determine current participation and engagement levels, and to establish plans for the future of the program. The survey was anonymous and responses were received on-line and in paper format. (**Attachment 2**).

### Summary Report of Block Watch Survey

A total of 192 of 520 (35%) survey forms were returned and the detached results are set out in **Attachment 3**. A summary of the results are:

#### Involvement

a) Participant involvement in the program by years:

- 28.1 percent of the respondents were Captain/Co-Captains for over 10 years.
- 16.9 percent of the respondents were Captain/Co-Captains from 5 to 9 years.
- 43.1 percent of the respondents were Captain/Co-Captains from 1 to 4 years.

b) Participant involvement in the program by hours:

- 77.8 percent of the respondents spend less than 5 hours per month involved with the Block Watch program.

c) Neighbourhood's most pressing issue:

- 78.5 percent advised that property crime was the biggest crime or safety issue in their neighbourhood.

#### Demographics

d) Block Watch Group Size:

- 39.5 percent of the groups have less than 15 participants.
- 13.0 percent of the groups have 45 or more participants.

e) Composition of the Block Watch Group:

- 72.8 percent of the groups are single family residences.
- 51.9 percent of the respondents are 60 years and over.
- 53.5 percent are female.
- 81.5 percent primary language is English.
- 96.2 percent of the respondents are home owners.
- 84.4 percent of the respondents are married.
- 76.5 percent of the respondents have children.

#### Communication

f) Annual Block Watch Party:

- 19.3 percent of the groups have an annual block watch party.

- 34.6 are interested in having an annual block watch party.

g) Program Communication:

- 95.7 percent indicate that they receive regular communication from the Crime Prevention Unit.
- 59.0 percent indicate that they would welcome more communication.
- 67.7 percent would prefer more frequent emails.
- 5.6 percent advised that they follow Richmond RCMP on Twitter.
- 48.8 percent advised that they have no interest in receiving additional training on Social Media such as a blog or Twitter.
- 36.0 percent indicated that “time” as their greatest challenge to communicating with other Block Watch group members.

### Block Watch Program Changes

h) Participation in a Block Watch Advisory Committee

- 70.4 percent were not interested in participating in an advisory committee.

i) Change to the Block Watch Program

- 65.3 percent are not interested in change to the program.

### 3. Staffing of Current Block Watch Positions

There are two Block Watch positions in the City of Richmond; a Block Watch Coordinator and an assistant Block Watch Coordinator. Both positions are currently being staffed by re-assigned and temporary City staff. A competition for the Block Watch Coordinator position should once again establish some permanence to both roles and enhance the administration of the current program. It is anticipated that this issue will be addressed in the very near future.

### Future Activities

As the review of the Block Watch program continues the following items are just some of the issues that are being pursued in an effort to enhance the current program:

- Conduct a closer analysis of the survey results in order to better map the direction of the program review and identify any possible gaps in the Block Watch service delivery model.
- Identify opportunities for regular training for Block Watch participants and for captains/co-captains that will strengthen the program.
- Explore integration of Block Watch with other Crime Prevention initiatives such as Community Response Team (CRT), Business Link and Crime Watch.

- Meet with the City of Richmond Emergency Preparedness to discuss opportunities to collaborate and utilize Block Watch volunteers to assist in an emergency.
- Continue to review current recruiting practises for Block Watch and expand the program in effective and realistic fashion that will account for growth, the community's needs, and responsiveness.

### **Financial Impact**

None.

### **Conclusion**

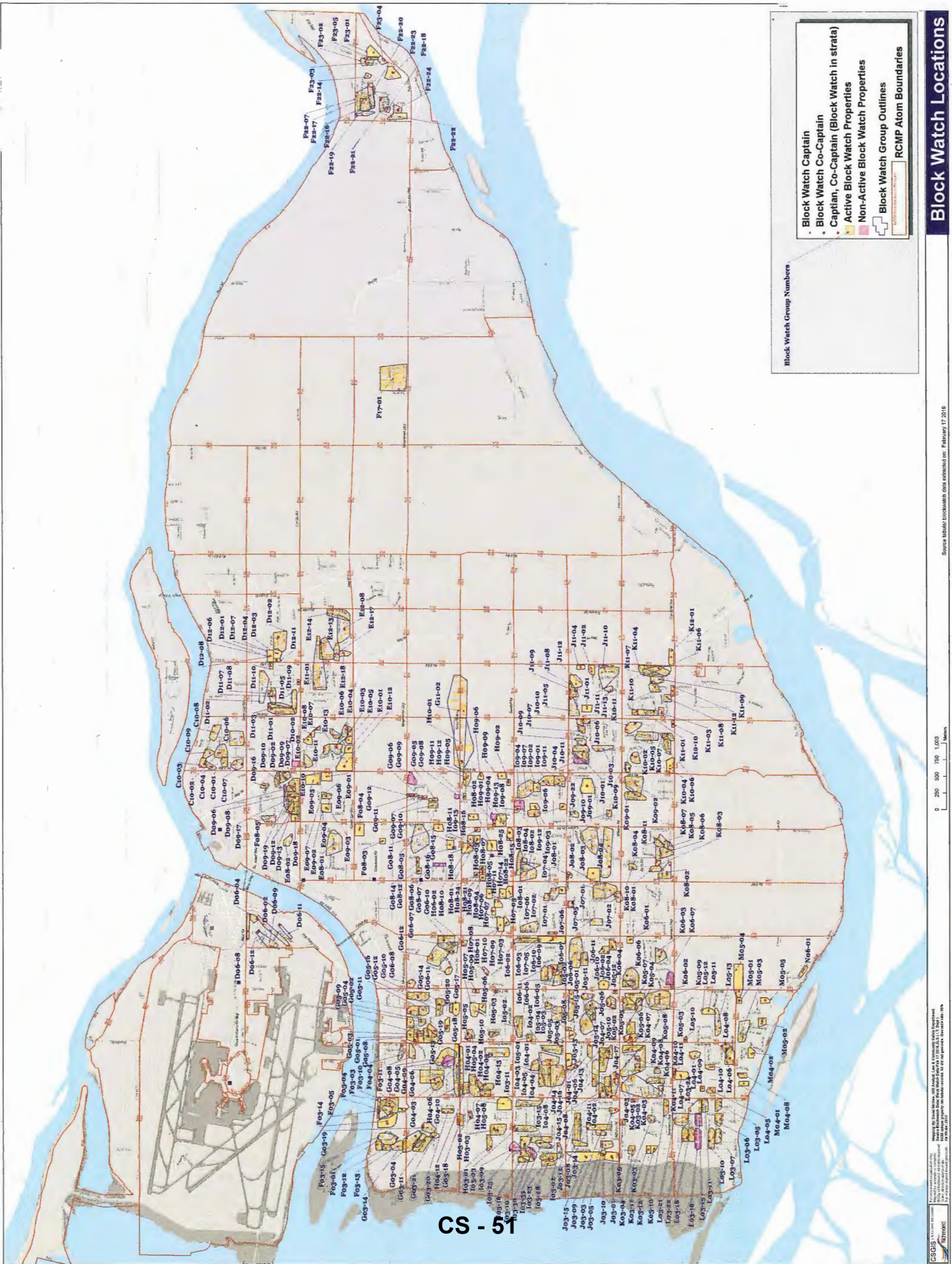
This report provides Council with an update on: the RCMP Block Watch program, recruitment of program volunteers, analysis of the Block Watch survey feedback, and steps being taken to enhance the administrative role of the Block Watch program. The report also provides information related to steps that will be taken in the future to identify gaps in the delivery model, better map program direction, and efforts that when executed will strengthen Richmond's Block Watch program.



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

EW:ew

- Att. 1: Block Watch-Captain /Co-Captain Location Map  
2: 2016 Richmond RCMP Block Watch Survey  
3: Richmond Block Watch-Summary Report



CS - 51

Block Watch Group Numbers

- Block Watch Captain
- Block Watch Co-Captain
- Captain, Co-Captain (Block Watch in strata)
- Active Block Watch Properties
- Non-Active Block Watch Properties
- Block Watch Group Outlines
- RCMP Atom Boundaries

Block Watch Locations

Source: tabular blockwatch data uploaded on: February 17, 2015



# 2016 Richmond RCMP Block Watch Survey

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**Introduction:** The Richmond RCMP, Crime Prevention Unit, and the Block Watch office has prepared this survey about the Block Watch program to gather feedback and insights, to determine current participation/engagement levels, and to establish plans for the future of the program. Your participation is voluntary but it is highly encouraged. Your feedback will guide the future direction of the Block Watch program in Richmond.

**Goal:** The goal is to obtain relevant information directly from those involved in Block Watch at the community level with the hope of determining the program's strengths and weaknesses, to improve the program going forward, and to increase the current level of participation and engagement throughout the City.

**Block Watch Survey:** The survey is done to provide an opportunity for the Captains and Co-Captains to express their opinions and offer suggestions for improvement. The survey will take approximately 10 minutes to complete. Surveys are to be completed by February 28, 2016.

**Privacy and Confidentiality:** Data collected through this survey will be stored electronically with password protection to restrict access only to authorized Richmond RCMP Crime Prevention Unit staff. Paper copies of the survey will be securely destroyed once the data is recorded electronically. No personally identifiable information will be disclosed from this survey. At the end of this survey, your responses will be combined with other survey responses and will be presented only in summary format to further protect your anonymity.

If you have any questions about the survey or the survey questions, please contact the Block Watch office by email at [blockwatch@richmond.ca](mailto:blockwatch@richmond.ca) or by phone at 604-207-4829.

**Are you currently a:**

- Block Watch Captain
- Block Watch Co-Captain
- Neither
- I'm a Block Watch Captain or Co-Captain but inactive

## **Section 1 - Your Role and Basic Details about your Block Watch**

### **1. How long have you been a Block Watch Captain / Co-Captain?**

- Less than one year
- 1 to 4 years
- 5 to 9 years
- 10 years or more

### **2. How many hours per month do you commit to Block Watch?**

- Less than 5 hours
- 6-10 hours
- 11-15 hours
- 16-20 hours
- 21-25 hours
- More than 25 hours

### **3. How many participants are in your Block Watch group?**

- Less than 15
- 15 to 29
- 30 - 44
- 45 or more

### **4. What is the composition of your Block Watch group?**

- Single family dwellings
- Townhouse complex
- Apartment or Condo Complex
- Mixed

### **5. Does your Block Watch group have an annual Block Watch party or meeting?**

- Yes
- No
- Unsure



**Comments**

**6. Are you interested in hosting a Block Watch party or meeting?**

- Yes
- No
- Undecided

**Comments, issues, or suggestions:**

**7. What would you say are your neighbourhood's biggest crimes / safety issues in the past 12 months?**

Select all that apply.

- Property crime
- Disturbances and bylaw violations
- Drug or gang activity
- Violent crime
- Youth crime
- Other, please specify... \_\_\_\_\_

If applicable, are there additional concerns in your neighborhood from the past 12 months?

8. What is your primary motivation for being involved in Block Watch?

## Section 2 – Communication and Technology

9. Do you receive regular communications from the Richmond RCMP and/or City of Richmond, Crime Prevention Unit, such as the 'Residential Break and Enter Email Alerts' from Block Watch?

- Yes
- No

10. Are you interested in increased communication from Richmond RCMP and/or City of Richmond, Crime Prevention Unit?

- Yes
- No
- Indifferent

**What form of communication are you seeking:**

Select all that apply.

- More frequent email
- Group meetings
- Social media (Twitter, Facebook)
- Block Watch Blog
- Other, please specify... \_\_\_\_\_

**11. Have you visited the website of the Richmond RCMP or City of Richmond for information on Crime Prevention?**

- Yes
- No

**12. Do you follow Richmond RCMP on Twitter?**

- Yes
- No

**13. As a Block Watch Captain / Co-Captain, how do you communicate with the members of your group?**

Select all that apply.

- Email
- Telephone
- In person
- Blog post
- Other, please specify... \_\_\_\_\_

**14. What is your biggest challenge in communicating with your Block Watch group members?**

- Language
- Time
- Technology
- Other, please specify... \_\_\_\_\_

**Comments:**

**15. Would you be interested in receiving training on the use of Social Media including creating a blog for your Block Watch group and using tools such as Twitter?**

- Yes
- No
- Unsure

**Section 3 – Evolution of the Current Block Watch Program**

**16. Would you be interested in participating as a member of a 'Block Watch Advisory Committee' to assist and advise the Richmond RCMP, Crime Prevention Unit / City of Richmond, on the future direction of the Block Watch program?**

- Yes
- No

**Do you have unique or specialized skills or qualifications that would be beneficial to such an advisory group? If so, what? Please provide details:**

**Would you be willing to provide your personal contact information such as name, phone, and email address so an application may be sent to you?**

- Yes
- No

**Please enter your name, phone, and email address:**

**17. Do you have specific suggestions on how we might increase the number of people engaged in Block Watch in Richmond?**

- Yes
- No

**Please enter the suggestions you have that might increase the number of people engaged in Block Watch in Richmond:**

**18. Are there changes you would like to see made to the Block Watch program?**

- Yes
- No

**Comments:**

**19. If you have any other comments or suggestions regarding the Richmond Block Watch program at this time, please add them here:**



## Section 4 – Demographic Information

### What is your age group?

- 29 years and younger
- 30 to 39 years
- 40 to 49 years
- 50 to 59 years
- 60 years and over

### What is your gender?

- Female
- Male

### What is the primary language spoken at home?

- English
- French
- Other, please specify... \_\_\_\_\_

### Do you own or rent? (optional)

- Own
- Rent
- Other

### What is your marital status? (optional)

- Single
- Married/Common Law
- Widowed
- Divorced
- Separated




### Do you have any children? (optional)

- Yes
- No





# Block Watch - Richmond

Summary Report - 2016-03-01






## Are you currently a:

Response	Chart	Percentage	Count
Block Watch Captain		72.8%	131
Block Watch Co-Captain		17.2%	31
Neither		0.6%	1
I'm a Block Watch Captain or Co-Captain but inactive		9.4%	17
		<b>Total Responses</b>	<b>180</b>

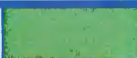


## 1. How long have you been a Block Watch Captain / Co-Captain?

Response	Chart	Percentage	Count
Less than one year		11.9%	19
1 to 4 years		43.1%	69
5 to 9 years		16.9%	27
10 years or more		28.1%	45
		<b>Total Responses</b>	<b>160</b>





## 2. How many hours per month do you commit to Block Watch?

Response	Chart	Percentage	Count
Less than 5 hours		77.8%	126
6-10 hours		15.4%	25
11-15 hours		1.9%	3
16-20 hours		1.9%	3
21-25 hours		0.0%	0
More than 25 hours		3.1%	5
		<b>Total Responses</b>	<b>162</b>

### 3. How many participants are in your Block Watch group?

Response	Chart	Percentage	Count
Less than 15		39.5%	64
15 to 29		30.2%	49
30 – 44		17.3%	28
45 or more		13.0%	21
		<b>Total Responses</b>	<b>162</b>

### 4. What is the composition of your Block Watch group?

Response	Chart	Percentage	Count
Single family dwellings		72.8%	118
Townhouse complex		21.0%	34
Apartment or Condo Complex		4.9%	8
Mixed		1.2%	2
		<b>Total Responses</b>	<b>162</b>

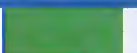
### 5. Does your Block Watch group have an annual Block Watch party or meeting?

Response	Chart	Percentage	Count
Yes		19.3%	31
No		76.4%	123
Unsure		4.3%	7
		<b>Total Responses</b>	<b>161</b>

### Comments

The 19 response(s) to this question can be found in the appendix.







## 6. Are you interested in hosting a Block Watch party or meeting?

Response	Chart	Percentage	Count
Yes		34.6%	55
No		25.8%	41
Undecided		39.6%	63
		<b>Total Responses</b>	<b>159</b>

### Comments, issues, or suggestions:

The 58 response(s) to this question can be found in the appendix.

## 7. What would you say are your neighbourhood's biggest crimes / safety issues in the past 12 months?

Response	Chart	Percentage	Count
Property crime		78.5%	124
Disturbances and bylaw violations		18.4%	29
Drug or gang activity		8.2%	13
Violent crime		1.9%	3
Youth crime		5.7%	9
Other, please specify...		26.6%	42
		<b>Total Responses</b>	<b>158</b>

## 7. What would you say are your neighbourhood's biggest crimes / safety issues in the past 12 months? (Other, please specify...)

#	Response
1.	One breakin at clubhouse
2.	Barking dogs and construction mess/disruption
3.	We are fortunate not to have had any issues lately
4.	Home invasions
5.	mail
6.	However, I don't believe our block actually experienced any incidents.
7.	Breaking enter



8.	Vehicle break in and one incident of vehicle theft
9.	Traffic lights which are STOP & GO would help. Our building is across from Kwantlen College and the flashing lights stop the traffic better than nothing but many cars pay no attention. Both owners from this building that were hit and had broken bones were both in the crosswalks. The papers said they were not because when they were picked up they had been knocked out of the crosswalks, with the lights flashing. Lansdowne has become a race way.
10.	Neighbours regularly comment about suspected drug dealings on Dayton Road beside Debeck School.
11.	Car theft,
12.	Opportunity thefts.
13.	break in
14.	concerns re drone use by one owner/constant fighting between 2 owners
15.	letter box crime
16.	Unknown
17.	not aware of any crime in our neighbourhood.
18.	
19.	No crimes committed in our area.
20.	people leaving empty bottles in the park
21.	Mail Box Theft.
22.	mailbox breaking
23.	The people in our group have been fortunate and we have not had a lot of criminal activity. But we are a small group.
24.	Breakins
25.	not that i am aware ofto
26.	Smoking pot in the nearby parks
27.	police are always on our street for a couple always because a woman is going to the neighbours crying , caused by substance abuse or alcohol, very disturbing
28.	Drivers speeding through neighbourhood when, without sidewalks, people tend to walk and ride bikes down the middle of the street
29.	Property crime (theft from Auto) Also a spike in Intruder Break and Enters.
30.	Walking into my unit when it's being robbed! Waking to a robber in my unit!
31.	Constant loitering in cars on our front street (Kingsbridge), all times of day and night.
32.	One violent crime but that was due to specific individual and included drug activity
33.	Theft from the old postal boxes.



34. nothing i heard of so far.
35. We had a problem house at 9432 Kingsley Crescent with many issues listed above
36. In the last 12 months we have been very fortunate to have had no major issues . Having a number of retired people in our neighbourhood being very visible and watchfull does make a positive difference!
37. Nothing
38. Empty houses' alarms going off.
39. Stealing from unlocked cars. Dog Attack.
40. Parking in our visitors area by people who are not visitors, resulting in no space for our visitors..
41. None
42. Break ins

**If applicable, are there additional concerns in your neighborhood from the past 12 months?**

The 48 response(s) to this question can be found in the appendix.

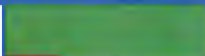


**8. What is your primary motivation for being involved in Block Watch?**

The 143 response(s) to this question can be found in the appendix.




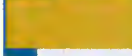

**9. Do you receive regular communications from the Richmond RCMP and/or City of Richmond, Crime Prevention Unit, such as the 'Residential Break and Enter Email Alerts' from Block Watch?**

Response	Chart	Percentage	Count
Yes		95.7%	154
No		4.3%	7
		<b>Total Responses</b>	<b>161</b>

### 10. Are you interested in increased communication from Richmond RCMP and/or City of Richmond, Crime Prevention Unit?

Response	Chart	Percentage	Count
Yes		59.0%	95
No		16.1%	26
Indifferent		24.8%	40
		<b>Total Responses</b>	<b>161</b>

### What form of communication are you seeking:

Response	Chart	Percentage	Count
More frequent email		67.7%	63
Group meetings		30.1%	28
Social media (Twitter, Facebook)		12.9%	12
Block Watch Blog		37.6%	35
Other, please specify...		9.7%	9
		<b>Total Responses</b>	<b>93</b>

### What form of communication are you seeking: (Other, please specify...)

#	Response
1.	Instructions as a Block Watch captain for the policy of whom to be on the list and whom to have the list.
2.	anything that helps me help others.
3.	More specific address,s of BREAK AND ENTERS and follow up if anyone charged etc.
4.	Anything that may be of interest
5.	A visit to the neighbors from the RCMP would be nice.
6.	Secure online forum where BW captains can post ideas, suggestions, questions and concerns or alerts to each other ... moderated by RCMP or BW staff.
7.	Any kind of simple app that would allow us to quickly and easily send out a message to our Blockwatch group. Something quick/easy/effective.
8.	MAIL!!! I don't own a computer.
9.	Information that could help us solve the problems I have listed above.

**11. Have you visited the website of the Richmond RCMP or City of Richmond for information on Crime Prevention?**

Response	Chart	Percentage	Count
Yes		64.2%	104
No		35.8%	58
		<b>Total Responses</b>	<b>162</b>

**12. Do you follow Richmond RCMP on Twitter?**

Response	Chart	Percentage	Count
Yes		5.6%	9
No		94.4%	153
		<b>Total Responses</b>	<b>162</b>

**13. As a Block Watch Captain / Co-Captain, how do you communicate with the members of your group?**

Response	Chart	Percentage	Count
Email		53.7%	87
Telephone		33.3%	54
In person		79.6%	129
Blog post		3.1%	5
Other, please specify...		15.4%	25
		<b>Total Responses</b>	<b>162</b>





**13. As a Block Watch Captain / Co-Captain, how do you communicate with the members of your group? (Other, please specify...)**

#	Response
1.	Post info in Clubhouse
2.	
3.	Notices that I create and distribute.
4.	My daughter and I hand deliver notices or invitations to our participants mailboxes.
5.	I dont.



6.	Becoming harder to communicate d/t me only being able to speak English
7.	However necessary
8.	We do not have a younger group of owners, consequently electronic communcation is not availabe to everyone. Consequently I post notices.
9.	blockwatch paper products
10.	The captain and I have been lax on rebuilding the neighborhood list but will do so soon.
11.	notices
12.	by talking with neighbors as we meet in the neighborhood
13.	used to deliver the Block Watch news letter
14.	Block Watch news letter
15.	Drop newsletter off to mailboxes and put notices in mailboxes when we need to update the email list.
16.	hand deliver newsletters and postings on communal bulletin board
17.	Dropping off notes in mailboxes (and/or in person)
18.	Facebook page
19.	I try to go door to door distributing notices/ Crime watch.
20.	
21.	I do like taking the Newsletter door to dor, although I dont get them anymore
22.	Notes in mailboxes
23.	Delivery of the news letters that come out 2 or 3 times a year....Very important.
24.	Delivery of notices in person
25.	Verbally and by written communication

**14. What is your biggest challenge in communicating with your Block Watch group members?**

Response	Chart	Percentage	Count
Language		32.7%	49
Time		36.0%	54
Technology		4.7%	7
Other, please specify...		26.7%	40
		<b>Total Responses</b>	<b>150</b>

**14. What is your biggest challenge in communicating with your Block Watch group members? (Other, please specify...)**

#	Response
1.	Also, many residents are away for months at a time
2.	No challenge.
3.	no issues with communication
4.	Not sure what to talk to them about. They all seem to get your emails from your mailing list.
5.	No challenge
6.	No challenge just sometimes just little response.
7.	No challenge
8.	Most aren't interested and dont see the point in this program
9.	Getting new neighbours to provide their info - language, privacy issues
10.	No problems
11.	None really.
12.	No challenge yet and email will likely be our method of choice.
13.	irregular time at home and difficult to get in touch
14.	Neighbors are constantly moving and require time to update list.
15.	none
16.	More cooperation from residents.
17.	not really a challenge
18.	lack of interst by those signed up. Every year @ our AGM I take infirmation hoping for more to sign up, but no luck
19.	Having more information to share would give more reason to communicate
20.	No specific reason to contact my group.
21.	Doesn't seem to be much of an interest plus sometimes language is a barrier
22.	None
23.	The general attitude of the immigrants from China is an "I don't care attitude". This is something I cannot change.
24.	None
25.	not get many feedback
26.	Everyone is busy if there is no problemslife goes on
27.	Too many people are not on email
28.	some people dont open the door as most of them are orientals



29. Must go door to door
30. Finding members at home. Especially with the newer, large houses, it is hard to tell when the residents are at home or if they have gone on an extended holiday. They tend to disappear inside the building, even if they are around on a regular basis.
31. health
32. Time
33. Nowadays, people are getting busier than before. They need more time to chase after new technology instead of talking face to face. Besides, people treat other person in a 'cool' way, i.e. seldom greet and talk to each others!
34. It isn't a challenge
35. They all speak English. The non-speakers are non-Block Watch people.
36. See below.
37. people will not even come to the door and you hear the door bell they are home, & no english
38. Some don't respond by either email or directly delivering them information
39. "Memeber" numbers have decreased dramatically

### Comments:

The 43 response(s) to this question can be found in the appendix.

### 15. Would you be interested in receiving training on the use of Social Media including creating a blog for your Block Watch group and using tools such as Twitter?

Response	Chart	Percentage	Count
Yes		21.0%	34
No		48.8%	79
Unsure		30.2%	49
		<b>Total Responses</b>	<b>162</b>

**16. Would you be interested in participating as a member of a 'Block Watch Advisory Committee' to assist and advise the Richmond RCMP, Crime Prevention Unit / City of Richmond, on the future direction of the Block Watch program?**

Response	Chart	Percentage	Count
Yes		29.6%	47
No		70.4%	112
		<b>Total Responses</b>	<b>159</b>

**Do you have unique or specialized skills or qualifications that would be beneficial to such an advisory group? If so, what please provide details:**

The 26 response(s) to this question can be found in the appendix.

**Would you be willing to provide your personal contact information such as name, phone, and email address so an application may be sent to you?**

Response	Chart	Percentage	Count
Yes		93.5%	43
No		6.5%	3
		<b>Total Responses</b>	<b>46</b>

**Please enter your name, phone, and email address:**

The 38 response(s) to this question can be found in the appendix.

**17. Do you have specific suggestions on how we might increase the number of people engaged in Block Watch in Richmond?**

Response	Chart	Percentage	Count
Yes		29.7%	46
No		70.3%	109
		<b>Total Responses</b>	<b>155</b>

**Please enter the suggestions you have that might increase the number of people engaged in Block Watch in Richmond:**

The 44 response(s) to this question can be found in the appendix.

**18. Are there changes you would like to see made to the Block Watch program?**

Response	Chart	Percentage	Count
Yes		34.7%	52
No		65.3%	98
		<b>Total Responses</b>	<b>150</b>

**Comments:**

The 60 response(s) to this question can be found in the appendix.

**19. If you have any other comments or suggestions regarding the Richmond Block Watch program at this time, please add them here:**

The 33 response(s) to this question can be found in the appendix.



**What is your age group?**

Response	Chart	Percentage	Count
29 years and younger		1.9%	3
30 to 39 years		3.1%	5
40 to 49 years		16.0%	26
50 to 59 years		27.2%	44
60 years and over		51.9%	84
		<b>Total Responses</b>	<b>162</b>

### What is your gender?

Response	Chart	Percentage	Count
Female		53.5%	85
Male		46.5%	74
		<b>Total Responses</b>	<b>159</b>

### What is the primary language spoken at home?

Response	Chart	Percentage	Count
English		81.5%	132
French		0.0%	0
Other, please specify...		18.5%	30
		<b>Total Responses</b>	<b>162</b>

### What is the primary language spoken at home? (Other, please specify...)

#	Response
1.	Cantonese
2.	Cantonese
3.	Cantonese
4.	Cantonese
5.	Chinese
6.	Chinese
7.	Chinese
8.	Chinese
9.	Cantonese
10.	Cantonese
11.	English and Chinese
12.	Chinese / English
13.	English, Cantonese and mandarin
14.	Madarian
15.	cantonese
16.	Cantonese








17. German
18. Filipino
19. mandarin, cantonese and Shanghainese ( all chinese)
20. Mandarin
21. English and Cantonese
22. Chinese
23. kuchi
24. English and Chinese
25. cantonese
26. Filipino
27. Cantonese
28. Cantonese
29. Mandarin
30. Cantonese

### Do you own or rent? (optional)

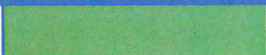

Response	Chart	Percentage	Count
Own		96.2%	154
Rent		1.9%	3
Other		1.9%	3
		<b>Total Responses</b>	<b>160</b>

### What is your marital status? (optional)

Response	Chart	Percentage	Count
Single		6.3%	10
Married/Common Law		84.8%	134
Widowed		3.2%	5
Divorced		5.1%	8
Separated		0.6%	1
		<b>Total Responses</b>	<b>158</b>



### Do you have any children? (optional)

Response	Chart	Percentage	Count
Yes		76.5%	114
No		23.5%	35
		<b>Total Responses</b>	<b>149</b>

## Appendix

### 5. Does your Block Watch group have an annual Block Watch party or meeting?

#### |Comments

#	Response
1.	Annual Summer bbq
2.	We get together informally twice a year
3.	A summer party and we invite everyone in the neighbourhood.
4.	I try to hold a block bbq so that neighbours may socialize and be comfortable communicating with each other.
5.	We have a summer block party every year.
6.	We provide Block Watch information during our AGM.
7.	We have a block party/potluck dinner
8.	<p>Together with the other 3 Block Watch captains in my area, we organize a block party every years for 113 households. We have applied for and received a small grant for Richmond Small Grants to hole these parties for the last two years (two parties). We did this to try and stimulate community spirit in our area, where many people just get home, enter their garages and never associate with each other. It has been a successful venture, attended by over 110 people each year.</p> <p>We have also been supported by Starbucks and Save On Foods in hosting these events.</p>
9.	We have held block parties for the past two years. They were both well attended and we had good feed back from those that attended. In many cases it was the first opportunity for neighbors to meet.
10.	Roughly a quarterly lunch gathering is arranged. The number of participants varies from 10 to 20.
11.	We have a neighbourhood party in our culdesac every summer.
12.	Last summer was our first party in 10 years. Well attended and everyone seemed to enjoy it. I obtained some pamphlets, window stickers and two constables stopped my which was a huge hit with the kids.
13.	End of August we get together and have a Block party ( Hayashi Bashi ) Out of the 40 houses in the court about 20 families join in. We have had this event going for 30 years. In the spring we get a block Garage Sale for those who are interested to join in.
14.	We hold an annual summer party in the cul-de-sac and we will discuss some Block Watch issues. The main point of the annual get together is an opportunity for all the neighbours to get to know each other better so that we can identify "strangers" who don't "belong" in the neighbourhood. I am the main organizer and we have been doing this for over 15 years
15.	We have been fortunate to receive the Blockwatch Grant of 75\$ for the past two years and that has helped us to host a street party and barbeque for residents in our Blockwatch area.

	We were pleased to have RCMP Auxiliary Officers attend both of these meetings and they spoke to residents about security and about identity theft. Very good presentations and great events. Over the 30 years that we have lived in this neighbourhood we have had several street parties and found them very helpful for creating a sense of community.
16.	We have been doing a potluck barbecue for years and we always get a good turnout. It takes about a total of three hours to organize and makes a huge difference for developing a cohesive neighbourhood.
17.	We organized mega yard sales and annual meet up yearly.
18.	our block parties are well attended
19.	We try to combine our blockwatch meeting with our strata AGM.

**6. Are you interested in hosting a Block Watch party or meeting? | Comments, issues, or suggestions:**

#	Response
1.	We had our inaugural meeting last year. I am thinking that another one (i.e., annually) would be a good idea and am waiting until later March when the weather is hopefully better and I am less busy.
2.	We do have an annual outdoor Summer Party which could include additional Block Watch information as a handout(s). We do not have a common meeting room. It would be helpful to know what type of information might be presented at a BW Party to determine if hall rental is an option.
3.	I hosted a blockwatch party barbeque in the summer a few years ago and everyone had a great time. Maybe it is time to do it again...
4.	We used to have a Block Party on an annual basis but, I lost enthusiasm for it and need to revive it. A Block gathering does require some work and I became tired.
5.	would like to have more idea to run these meetings
6.	I have had issues with getting those new to the neighborhood interested. Most are very wary of giving any contact information even just an email address or phone #.
7.	The persons in my group have been residents here for several years. We communicate if we see anything unusual happening in our area.
8.	Having a constable visiting our area will be an asset as in the Hamilton area of Richmond is neglected.
9.	We are in a townhouse complex. Our Strata general meetings are attended by 5 of 65 owners. Apathy is high - has been for years AND its reflected in the same proportion regarding the blockwatch program. People just don't have time, are too stressed out about their lives to take on any extras! Sad, but that is the state of affairs we live in today. So a party or meeting probably wouldn't amount to much.



10.	Our summer block party is hosted by different people every year. This keeps everyone involved
11.	people are busy with work, speak different languages I would not like to host a meeting for that reason
12.	Our block has an annual block party. It was formerly hosted by Block Watch captains (by chance) and is now hosted by others.
13.	We have, like most condo's, quite a mixed bag of individuals and ages. We have trouble getting people to our AGM's when their \$\$ are being spent and still generates no concern.  I constantly post Security Bulletins from your offices and also notices we make up. We talk to individuals about Security and let them know what they can do if they are interested.  In this building I cannot see that a security meeting would generate any interest.
14.	Any suggestions about how to organize a Block Watch party? What have other neighbourhoods done? Looking for any ideas please. IF given enough notice, would Block Watch be able to send any representatives?
15.	At one time we used to have an annual garage sale and BBQ. When the participants dwindled to us and one other neighbor we stopped organizing them. It would be great to hear from other captains or areas where meetings/gatherings have worked or not. Perhaps we could have one of the captain/co-captain meetings dedicated to stories of success and failures of putting together these types of events.
16.	Would this be for just my neighbours?
17.	We hope to hold another event this summer, to continue supporting our goal. While this is a social venture, we started it for safety reasons in order to get people to establish relationships with their neighbours to help out in case of any break-ins, etc. to notify the police (as opposed to turning a blind eye).
18.	We are considering a BW party in the spring.
19.	done in 2014 and 2015 with the neighboring blockwatch
20.	We have quarterly gatherings already. However, some neighbours are always not available. Some neighbours may only have the young and elderly members living in the house and not convenient to participate.
21.	It's great to get the updates and attend the information sessions. Our neighborhood has changed greatly in 15 years. Not many neighbors actually answer the door now. I know that the information docs come during the year. If you could let us know, again (sorry) where we will be able to pick up the printed materials and I will put through mail slots. email =Leahy66@Shaw.ca
22.	We had one presentation by RCMP and it was well received.
23.	We have a pretty active Block Watch group as we are constantly emailing our Block Watch members any information that we come across. Not only about our neighbourhood, but also about being aware of telephone fraud, emails with viruses.....etc.
24.	I speak English only and very few of the members do.



25.	<p>security devices</p> <p>well lighted surroundings</p> <p>familiarization with neighbors</p>
26.	<p>Guidelines and presentation materials will assist me for hosting a hosting a block watch party meeting with the residents in my townhouse complex.</p>
27.	<p>I need some ideas and information to show me how to host this kind of party</p>
28.	<p>not sure about the outcome...</p>
29.	<p>Cost would be the deciding factor</p>
30.	<p>We had one two years ago but complex politics made it difficult to schedule one this year. I hope to hold one in the summer.</p>
31.	<p>suggest to put a police station in Hamilton area, as this community is growing the population</p>
32.	<p>Hope to hold another pot luck this summer.</p>
33.	<p>Good time Block watch party is for our Hayashi get together at the end of August</p>
34.	<p>I have had parties in the past, the last 10 years people are uninterested. Many new people not wanting to be social. Perhaps it is a language barrier, unfamiliar with that type of neighbourly connections.</p> <p>It seems a lot of work if people are not wanting the end result and unwilling to contribute. Sad.</p>
35.	<p>Our co-captain and I had a block watch party at our nearby park last summer. We invited our community RCMP to give us a talk on 'Safety' concerns. He had been very resourceful and brought along pamphlets with informations that benefits especially several new immigrant households.</p> <p>Suggestions for neighbours to leave some lights on and if possible to ask someone to pick up loose flyers if they go on vacations were being emphasized .</p>
36.	<p>My Neighbors do not seem to care at all. I tried to get them involved to volunteer or participate. About 80% of my neighbors are from China and they do not help out or care at all! I still continue to give back to the community because safety and security is important to me and my family.</p>
37.	<p>will like get some idea and suggestion how to host one, and what format.</p> <p>We talk about it, but find it difficult to find a common time suitable for everyone.</p>
38.	<p>we talk on the streety</p>
39.	<p>For the past 5 years our block watch presence has changed. I was the co captain and Phil Brown was our captain. Phil pasted away and I tried to get someone else to step up and was unsuccessful. Since that time I no longer keep in touch with half of our original group</p>

because their homes are not visible to the people in my section. Unfortunately no one on the street that Phil lived on was willing to keep an eye out so we have only continued with the group on my street. We are able to keep our eyes open and observe what's going on in our area. I forward all communications from you to this group and to one member on the other street who said he would forward it on to the people in Phil's section.

40. When I first got involved in Block Watch, I was co-captain with another neighbour. We hosted two Dessert Potluck Socials at two different homes to raise awareness of Block Watch and to increase membership. Within one year, BW membership increased from 36 to 84!

41. It is quite difficult to even gather updated demographic information considering the language issue and absentee residents let alone attempt to hold a meeting. Good communication does exist between about a dozen residents over the length of the Block.

42. I think Block Watch is very effective. If there is crime, neighbours will talk to each other because they know the program is in place. According to the newspaper, the Politicians at City Hall dont even know who is running the program.. You might invite them to the next meeting in their Council Chambers.

43. We tried to host a block watch party but people said they were too busy.

44. We are in the process of organising a BW party this year

45. The Block Watch office is always helpful,. The personnel is excellent and they are all a credit to our community.

Keep up the good work.

46. i would like to hold a meeting with all the members at probably the community centre and invite all the people in our neighbourhood. I also let people in my neighbourhood to let me know if they are going away to let me know so that i can pick up their mail and newspapers. I usually walk in my neighbourhood and question if i see a truck or delivery? that way i know my area is safe, for all.I like to welcome new owners when the old ones have left.

47. Many are not around at the same time.

48. We tried to do this a few times and attendance was very low.

49. I think there should be meetings so people get to know a little about their neighbours

50. Looking forward to hosting another Blockwatch Street Party this year. We would also be interested in helping roll out an approved communication app. to assist in the timely notification of residents, and that works best for the Police. We want to roll this out once and do it right. We are interested in having a block meeting at the West Richmond Community Centre to better prepare our Blockwatch group to respond to a disaster or emergency situation that best meets the needs of residents, police and fire emergency responders.

51. Block Watch is part of the Membership Committee at Meadow Walk Housing Coop. I will ask them if they would like to help me to host a Block Watch party or meeting. I would need help because of my health so they would have to back me up. It might be nice to have another Block Watch group join us, as well. Sharing info and experiences might help us group and learn with a Richmond RCMP Crime Prevention Unit member to oversee the



	party or meeting.
52.	Owners don't seem to like to get tog. with their neighbours.
53.	<p>Our model works well and is very easy:</p> <p>Send out e-mail and drop off invitations at everyone's door. If people are home, I talk to them for a bit so this is the longest part of the organizing. They need to feel welcome.</p> <p>I put out some tables for putting the food on, a barbecue and put some chairs in our front yard. A neighbour brings one more table and sometimes a second barbecue. I supply napkins, non-alcoholic punch, mustard, mayonaise and ketchup.</p> <p>Neighbours bring their own plates, cups, cutlery, chairs, something to barbecue for themselves and something to share with others. (it always works out that it is a good variety without having to assign people to bring certain things.)</p> <p>It doesn't matter how many people come because they are all bringing their own things. We always have a good turnout, even when I did it at the last minute and only gave three days notice! (I don't put out the invitation until I see a good long term weather forecast)</p> <p>I could forward you our invitation if that would help others. It is very basic but it works.</p>
54.	I'm interested in doing so in order to know and recognized the faces of the members/participants.
55.	we did have held a party once for our whole block around the Smith/McColl when we set up the Block Watch system
56.	most likely the party will be August or September
57.	would like to have one in the cul de sac with someone from the RCMP there to answer questions in the summer
58.	I don't actively try to get newcomers involved because they either don't live in their new house or they can't speak English. They probably all have home alarms. What I do is introduce myself and take their names. I was able to show one lady how to remove dead rhodo blossoms. I keep in touch with everyone else on the street, giving them updates on the new houses etc. Sometime, someone will contact me with a concern and I will pass it on to the others. People tell me when they are going away and when they'll return. I look after mail and papers if it's wanted. We also keep an eye on each others' places.

**If applicable, are there additional concerns in your neighborhood from the past 12 months? |**

#	Response
1.	SPEEDING VEHICLES; LARGE EMPTY HOMES; NON-ENGLISH SPEAKING RESIDENTS WHO DON'T WISH TO SOCIALIZE.
2.	CAR BREAK INS
3.	Lots of break ins
4.	As noted above, I often am spoken to about barking dogs and unsightly construction sites. I direct folks to report their concerns directly to the city but, many are resistant to do that

and hope I will express their concerns for them. Car break ins are the most common crime on our block that I am aware of.
5. Police is not respond our concern
6. Mail and identity theft
7. Too much construction - perfectly good houses are always being torn down and the trucks, noise, mud etc are awful!
8. Empty homes.
9. Not that I am aware of.
10. None
11. None.
12. Fortunately, we seem to have a fairly safe block with neighbours looking out for each other
13. No
14. property damage from raccoons and chafer beetles.
15. There are more break ins in the last 12 months.
16. Speeding, I know it is a safety issue. Also, grow oops are not enforced to close down. I know there are limited resources for the RCMP.
17. No
18. PARKING VIOLATIONS
19. Several vehicle break ins noted.
20. Illegal dumping garbage.
21. There seems to be numerous youth and non residents walking through our complex. Unfortunately, we do not have a DO NOT TRESPASS sign and nothing can be done about it. Only Private property. It is unsure if they like to walk around the complex or are casing it out. Due to the numerous thefts in the pass months, I strongly believe it is the latter.
22. Break in and driving speed limit
23. Residents are still not so care about keeping doors and gate closing on in and out of buildings.
24. High School kids walking through the cul de sac, minor vandalism.
25. Speeding
26. no
27. Issue with some tree roots, but not a block watch issue.
28. neighbours being threatened, car set on fire
29. A considerable increase in crime of vehicle B&E and bikes stolen.



30. My Neighbors just do not care at all.
31. B&E, strangers wondering around
32. Not see any progress to prevent criminal activity
33. No
34. The sale of many properties causes insecurity for older property owners. it also attracts thieves wanting to find materials they can sell from demolition and new building sites.
35. Break ins
36. none
37. neighbours cars regularly being vandalized
38. Need more police patrolling. My house was break/entered last summer, luckily our alarm scared the robber away, nothing was stolen.
39. The amount of new construction means there are many commercial vehicles (including large trucks) parked on the road (often impeding traffic or reducing visibility) for long periods of time.
40. The rash of Intruder Break and Enters caused a very high level of concern and anxiety. Other than that our specific community is relatively quiet.  We feel there is much more information we should be getting. We are not notified of thefts from auto or assaults. We would like to be notified of these as we live in a residential community where we do keep an eye on the street. We are a community of relatively long term residents. The only alerts we get seem to get are Break and Enters. We do not appear to receive notices on Attempt Break and Enters.
41. People are living in fear. Fear of having their front door kicked in at any time! Or other means of breaking in.
42. Car theft. Breaking into cars. We have six cameras in the parking area and at the front door and back door, but not the entrance/exit doors on the mezzanine - East and West side of the apartment building. What good are these cameras in stopping or hindering a crime!?! Does Block Watch or the RCMP even use the recording from the camera to apprehend a criminal? When are our laws going to be better to help or take criminals out of our community?
43. Drug addiction and mentally ill people living in our complex. Causing grief to their neighbours, the Strata Council, and the police.
44. The community mail boxes were being broken into and few neighborhood houses were being break in.
45. Just that we think that someone is coming down our street each night looking for opportunity to steal from cars. My window was wiped by someone before I got out in the morning to look inside the car.  rumour circulating that there is a gang living in the neighbourhood that is big into property crime

46.	No.
47.	Many people do not respect the privacy of our complex and have broken our gates, smashed our lights, and climbed over our fence if they can't get a gate open.
48.	We have a small park and a large cu de sac parking (can park 12--14 cars) people park cars, then another park cars 5 minute transaction in park and then they leave, or they drink in park, Agassiz Park

### 8. What is your primary motivation for being involved in Block Watch? |

#	Response
1.	After a break-in at our home, we wanted to organize neighbours. We moved here from a Vancouver neighborhood watch area and it was great. I knew none of my neighbours here because so many don't speak English, are absentee owners in HongKong etc. Far too many large empty homes. It was the English speaking neighbours only who responded, despite my efforts to offer all material in Cantonese & Mandarin, and I even brought an interpreter to the first meeting. . I managed to get about 14 families that were interested, and I am so glad I did. Unfortunately, the majority of Chinese residents who had some English just wouldn't answer their doors, and didn't respond to the invitation. So I do my best in a bad situation.
2.	Make complex safer, get to know neighbors better, build community
3.	To be aware of what is happening in the neighbourhood.
4.	To keep our Community safer
5.	LESS BREAK INS--ESPECIALLY CARS
6.	To prevent crime in our neighborhood
7.	It's helpful to know where concerns are most prevalent and most owners appreciate the small reduction in their Insurance.
8.	To get away from isolationism and have residents knowing and trusting their neighbours and the neighbourhood and to know they can and should be on the lookout for activity that is detrimental to the neighbourhood
9.	Neighborhood Safety, Home Insurance Discount
10.	Get to know my neighbours and to make it a better neighbourhood.
11.	To know my neighbours and support neighbours knowing each other to create a friendly place to live.
12.	crime reduction
13.	Build community involvement
14.	Get to know the neighbors .
15.	My family's security
16.	I was asked by an older neighbour who had done this for years to take over. I believe in



	being involved and assisting to keeping our community safe for my family and all other families.
17.	Keep the neighborhood safe
18.	To keep our neighbourhood safe and clean and to show the kids how to respect their neighbours.
19.	To work together with our neighbours to protect each other from any possible criminal activity.
20.	There was an attempted car theft on our street. The neighbours surrounded the vehicle and kept the thief inside the car until RCMP showed. It took about 20mins for the first patrol car to show.
21.	My home was broken into in 1994 so I went door to door to talk to my neighbours about it. Someone mentioned Block Watch so I called & joined. I think knowledge is power...its a good idea to keep everyone informed about the types of crime & how to prevent it. Recently, we've had a lot of car break-ins...mostly unlocked cars...so now we are all careful about locking our doors.  So my primary motivation...to prevent further crime.
22.	The old man dies and before he died he asked me if I could take over. Otherwise I am not motivated at all to do this.
23.	I like to know my neighbours
24.	To prevent our homes being burgled
25.	There were 5 break-ins in the neighbourhood prior to our Block Watch Programme. Luckily there were none so far after our set up. I wish our neighbours to know each other and watch over each other's back. There is really nothing as good as a close-knit neighbourhood to deter thieves. I am grateful to the RCMP and our neighbours for making our Programme such a success !
26.	To have neighbors look out for each others property. To have neighbors know each other.
27.	Community building and ensuring a safe neighbourhood
28.	Being on the lookout for my neighbours and years ago I was block parent watch which I think should be brought back as parents do not want children to walk to school but it seems everyone needs exercise not exercise their vehicles.
29.	reduce house insurance
30.	I live in a condo complex and would like residents to be more engaged and observant in reporting suspicious activity. I find that most residents rely too much on the Building Manager to alleviate issues or think that someone else will report crime. I am motivated to spread the word about Block Watch and having more people in the complex aware of their surroundings, including the common areas of the complex, not just their unit.
31.	HELP KEEP THE COMMUNITY SAFE
32.	I believe it is good to have the Block Watch program in the area. Every house on our street

	participates so I think all the residents believe this too, in differing degrees. This is something I can do for our street, so I do it.
33.	I want to know my neighbors( the ones who can understand the language). No problems
34.	Encourage resident communication.
35.	To keep our neighbors safe
36.	Protecting houses and property
37.	This is my home and the majority of owners are my friends. I think it is very important that the owners in this building be aware that there is crime happening out there, close by, that will affect them. Besides what we have done to tighten up our security all owners need to be involved in keeping this building and this area safe.
38.	Keep my neighbourhood safe and get to know my neighbours.
39.	Creating community and knowing your neighbours
40.	Being involved in Block Watch made sense since I also am on the strata council.
41.	To give back to the community.
42.	Many break-ins in neighbourhood.
43.	To get to know who my neighbours are and have a safe and crime free block.
44.	Our house had an attempted burglary....Luckily our alarm system stopped it from becoming serious. Interesting when one is personally affected how important an organization like Block Watch becomes...
45.	The previous BW captain passed their info package to me when they moved out of the neighborhood so I agreed to assist the present captain.
46.	Meet neighbors and reduce property crime e.g. break ins.
47.	neighbourhood harmony
48.	to help in fighting crime in my neighborhood
49.	To get involved with our community, to protect our properties and in the mean time to help others.
50.	To reduce crime in my neighborhood. To get to know the neighbors for safety and social reasons.
51.	To bring awareness to the many members in our co op and to make sure they feel safe
52.	To monitor the neighborhood with the intent of keeping it safe and minimiaing B & E's etc. All of our kids were young then, so there were other reasons such as safety. Now it is for the benefit of our neighborhood and the many new families that have moved in.
53.	I was elected by the neighbour
54.	Helping my community
55.	Feel it is a good way to keep neighborhood safe and involve neighbours watching out for each other.



56.	Helping the elderly of our complex to be more aware of their surroundings, as they are an easy target. I had several things stolen, was quite upset and decided to do something about it.
57.	Block watch signs and to create an awareness among members
58.	printing and distributing Block Watch Newsletters as well as notices
59.	To help give at least 1 person some relevant information to help stop a property theft or break in.
60.	To improve and ensure we all live in a safe place / area.
61.	Keeping our streets safe, and helping people be aware of the neighbourhood
62.	To stop break-ins and gathering residents together to carry out block watch security measures and activities.
63.	Care about my community and neighbors
64.	To have a safer neighbourhood.
65.	safety
66.	Knowing all or our neighbours and staying involved and knowledgeable about our community.
67.	To ensure that every family work together to keep the area free from break-in. We have been very lucky so far. There were false alarm in the area. Only some of us came out and checked.
68.	Trying to stay updated on activity in the neighbourhood and keeping Owners informed. Block Watch information is also posted on a community bulletin board as well as the activity updates for those who don't sign up for the program.
69.	Appreciate being informed of safety / crime prevention information relevant to Richmond / my neighbourhood. Motivation to get to know my neighbours better.
70.	There were too many houses that have been broke into in my neighborhood. My husband almost ran into the robber when he went to pick up the neighbour's' newspaper.
71.	For reasons of personal safety and safety of our properties, and to make sure that we all keep an eye out for one another. The people in our Block Watch have all been residents on this street for many, many years, some as long as 40-50 years.
72.	Safety of the residence
73.	Neighbourhood safety after I was the victim of B&E
74.	I used to be the co-captain, the captain has moved out to other area and I took that up
75.	I have the time, want to know my neighbours, and the previous block watch captain asked me.

76.	get more info about our community crime prevention and want to make our community better
77.	keep the neighbourhood safe for our children (and others' children)
78.	To keep our neighbourhood safe.
79.	Safety for Kids & Seniors.
80.	keeping the neighbourhood safer, getting neighbours to look out for each other
81.	To know more crime news happen around my area and connect all neighbours more concern with other party.
82.	to help the neighbourhood and possibly get a discount on home insurance
83.	Keeping our neighborhood crime free
84.	To feel safer
85.	I am retired and need something to do.
86.	To look out for each other. As a Chinese saying " A distant relative is not as crucial as a close neighbour!"
87.	Community awareness
88.	Family Safety and Security. Our mailboxes were broken into 5 times in the past.
89.	watching each others property, and bring awareness to issues, and things we can do to avoid any crimes in the area.
90.	I wanted to help my neighbours learn to better secure their homes.
91.	Security
92.	nobody else too interested
93.	Originally I was more actively involved. Since Phil's death we are not holding any meetings and no one attends your meetings on our behalf. We let each other know when we're away and watch each other's home. It more just being neighborly.
94.	This is my neighbourhood and I would like to help keep it safe ... and to increase a sense of community. The more neighbours know each other the better and the safer. Building a stronger sense of community and being connected increases the likelihood that people will stay rather than move. I believe that BW can be one avenue that Richmond can strengthen its identity, celebrate its diversity and strengthen its bond as a community. I am glad to be part of something bigger than me and positive.
95.	I think it is important that as neighbours we are united in trying to maintain a safe, enjoyable environment and that communicating with as many as possible and showing a visible interest when unknown persons are in the area plays a role.
96.	I WANTED TO KEEP AWARE OF MY COMMUNITY AND PROPERTY CRIME. I WAS A FIRST TIME HOME BUYER.
97.	I outlived the last Block Captain,



	Seriously, I am a long time resident, I know and get along with my neighbors and I am retired, so I have the time where most people are busy with work and kids
98.	Was asked by past captain who moved away
99.	To help to keep our neighbourhood safe.
100.	Safety and community awareness
101.	To create and ensure a safe neighborhood
102.	I work from home and am home a lot Also our home has been broken in to.
103.	Getting to know all your neighbors.
104.	Having lived in Richmond for over 60 years I fell my duty is to "give back" to the community, in any way that I can.
105.	to make sure the residents are all safe from break and enters
106.	Keep the neighbourhood safe and keep the neighbours informed and aware.
107.	A seeming sense on the cul-de-sac that I'm the natural leader, I guess.
108.	To know my neighbours and to volunteer to be active in the community
109.	I care about the safety of our community
110.	community safety of people and property
111.	wanted to detour crime in our neighbourhood, I found that residences joined but the only people with Block watch decals on their home were captain, co-captain, does not help much if they do not participate, need encouragement
112.	To promote safety and well-being by fostering a sense of community.
113.	I want to give back to the community by volunteering.
114.	To create a feeling of friendship and support within our small community - which includes watching each other's property for any dangers.
115.	provide some assistance to our neighbours in case of any "criminal activity"
116.	No one else is prepared to help out.
117.	Our neighbourhood feels very safe and we have very little crime with only the odd break-in. I believe strongly that to continue to keep it that way we all have to watch out for each other and I want to do my part to facilitate that.
118.	Prevent crime, look after our neighbours, get to know our neighbours, sense of community and belonging. Reducing work load for police by preventing crime in the first instance.
119.	To encourage neighbours and teach them how we can as a neighbourhood help to keep our area safe.
120.	I care about my community. I care about my neighbours for their safety, security and protection.
121.	Community Services

122.	To know the crime issues in our neighbourhood, to know who does not belong, to have a group of neighbours who are watching areas, then we are able to adjust our complex to chase people out (we removed juniper bushes in an area where drug use was rampant). I am also in talks with City of Richmond to clean green space across Kingsbridge as it is a place where drug dealing and use has been rampant. When these drug dealers and users are around our neighbourhood, cars and homes are regularly broken into, items disappear.
123.	If we all work together we can reduce crime and increase a sense of belonging and community for everyone in our neighbourhood.  Several years ago I saw someone carrying a big box and looking guilty as they were leaving a house so I took down the license plate and I phoned it in even though I had nothing else to go by. The police managed to arrest the person. It made me realize that if we all keep our eyes open, we are much more likely to see something to help the police ... the police can't be everywhere.
124.	Help the neighbourhood reduce crime and for residents to know and help their neighbours prevent crime.
125.	Want to know more neighbors and being united together so that whenever there are unfamiliar faces or persons around, we can all notice that and being alert.
126.	safety and security of our community.
127.	Safety for kids in the community
128.	helping out each other
129.	Safety and knowing your neighbours
130.	Having awareness in the community about crimes and ways to prevent BNE/ safety around the neighbourhood.
131.	The Frigate Court block parties have been well attended and last year was held on the 18th of July, my 75th. birthday was a wonderful success with great entertainment. This year we will include updating our block participants list again with some new members and our 50th. wedding anniversary. Our motive is to maintain the great neighborhood that we have been fortunate to live in for the last 37 years.
132.	ensure neighbours know each other, people in my neighborhood are very private, I'm trying to interact with them but not much luck. I'm trying to have block party this summer, hopefully it a good turn out.
133.	build community  keep an eye on my neighbour's property and hope that they do the same for me
134.	To help my neighbours stay safe
135.	I think it is very important to be aware of what is happening in our neighbourhood. It promotes safety, brings people together looking out for each other. We have a wonderful. stable street. We have lived here almost 42 years and it is still amazing.  We have a great police force but a few extra eyes can be very beneficial



136.	The safety of my neighbourhood. Drug-house.
137.	No one else wants to do it!
138.	Inherited this from an RCMP member that used to live here but moved away. Not a huge time commitment so I have carried on.
139.	I want all our residents to feel safe and secure in their homes and on our common property.
140.	As I have been involving as a Co-Captain Block Watch for about 18 years, I know the old and the new Block Watch team members well. From time to time, I assist the Block Watch Captain to update the Block Watch list.  My primary motivation is to volunteer myself doing something good for my neighbourhood.
141.	To know my neighbours. To try and keep them informed about the neighbourhood and how to be safe and secure.
142.	creating awareness of what is going on in that park
143.	To ensure a safe and secure community to live in.

**14. What is your biggest challenge in communicating with your Block Watch group members? | Comments:**

#	Response
1.	See my previous responses about large empty houses.
2.	Some residents do not have email so are not reached that way or through our own blog. We ensure they are contacted directly as required.  A few residents do not speak English as a first language. Our blog allows them a translation option.
3.	I try to send an email on a regular basis about a pertinent concern so it keeps BW in the recent memory that it is still active and to keep up neighbourhood awareness.
4.	Language continues to be a barrier and also I perceive a suspicion about the program at times. With our last updated list, I was pleased to have one family happily join blockwatch because they had heard about it at their ESL class.  It is also very time-consuming to try to catch folks at home to update the Block list but, I am always glad to have taken the time when I get to meet everyone.
5.	Because of language most are very standoffish
6.	Some neighbours like the idea of a block watch but do become complacent as not much has happened in our area.

7.	After 20+ years I am tired of going door to door so I prefer email communications but many of my members have not given me their email addresses & I can't be bothered asking again.
8.	Many of my block watch people have moved and new neighbors don't speak English
9.	I speak English, and am fluent in Cantonese and Mandarin. With the diversity of residents, it is difficult to properly explain Block Watch if I am not using their native tongue. Time is also an issue. We rely on digital communication because it is difficult to arrange a meeting with all members.
10.	There are some people on our street whose first language is not English. However, they make the effort to understand what is going on in English with me or via their children.
11.	Some unilingual Chinese recent immigrant residents who are friendly and interested, but there are communication difficulties.
12.	I have owners who will translate notices for the mostly (21%) of oriental owners in the building. This seems to work.
13.	None
14.	We have a wonderful neighbourhood with almost everyone knowing each other so aside from a couple of esl homes we have no problem communicating.
15.	Multinational community, so many people don't even open their doors.
16.	In the past few years, there have been far too many changes in ownership of neighbour properties. Also, some properties have been left vacant for extended period of time and is vulnerable to crime.
17.	It is difficult to get hold of our members.
18.	I work full time..
19.	Several neighbours do not speak English well.
20.	Some of the neighborhood is not showing interested or tenant doesn't care.
21.	Since the introduction of sending email instead of delivering hard copy of Block Watch newspaper, there are less opportunity for me to talk to the block member.
22.	I also send the Alerts to friend in Sharon Gardens. They haven't been successful in setting up a program, but she sends it on to interested parties
23.	Members have expressed that they would like to have more information on crime prevention, neighbourhood issues, etc. shared at meetings, but I have limited information to give them.
	Having specific information to share / meeting outlines with resources would make meetings more useful and therefore more likely to occur.
	Possible ideas:



- Defining suspicious activities - when should you call the non-emergency line?
- Ten things you should do in {season} to prevent crime in your neighbourhood
- {Current issue} in Richmond - being aware and how to be part of the solution

Some of these I can give basic guidance on for one-on-one questions, but without an authoritative reference it is difficult to try to run a meeting around a topic.

A display board on a given topic might also be a good resource to encourage drop-by style meetings of a more informal nature.

Being able to book a speaker (even if only once / year / group) would motivate people to be involved.

Also - although it is great that emails with newsletters, etc. are sent directly to participants, it reduces the number of reasons to see people / be in touch.

24. I haven't had any reason to contact my group. I am hoping for directions in this aspect of being a BW captain. What more can I do or should be doing to keep the interest of the home owners. To be honest I am lost re: my duties as a captain.

25. There is no challenge in communicating with my neighbours. I am a person who is out and about and always have time to talk to my neighbours and help them in any way. Hayashi is the old style of neighbourhood that Richmond was like 20 years ago.

26. Is possible have ID for block watch captain. Sometime when I visits the home owners have difficulty to explain my position.

27. It may be time for a new member with computer skills to take over.

28. a couple families with young children are easier to contact, as they are usually at home, others away on the weekend or not around too often.

29. It would be great to have a secure online website that our BC neighbourhood could monitor for updates from the RCMP as well as updates of questions, suggestions, or concerns. BW members could post on this site as well ... to increase activity/engagement.

30. People don't take crime seriously, so there is crime of opportunity with thief from unlocked house and car doors

31. Definitely for some it is a language issue and others are renters and seem indifferent.

32. We recently went around the neighbourhood and updated our Blockwatch list and introduced ourselves to all the new people. We managed to get most people to sign up for the emails from your office so I don't feel that we also need to be contacting them on a regular basis. If they have any questions or concerns they can call us or talk to us when they see us around the neighbourhood. Creating a blog or a Twitter account (as referenced in the next question) would be a waste of time as I don't believe anyone would take the time to read them and it would be a duplication of the information they could get directly from the Blockwatch office.

33. Would it be possible to break up the Block Watch group meetings by divisions so that there are fewer attendees? For example, Zones one and two, then zones three and four, etc.. that



	way, sorry, it's more work for you but fewer people attending and then there would be more time for questions (more people could ask their questions before the close of the meeting) and input. Thank you.
34.	I use neighbours as translators if we have new people that speak another language. I go with them.
35.	not easy to bump in each other; sometimes we just have had a few words when walking around after dinner
36.	language also, some residents on the streets just don't care to get involved.
37.	We don't have any challenges at this time.
38.	language as well I really don't have the time but only 2 of us stepped up to do it.
39.	Older group - not having email accessibility. Low interest for Block Watch Program.
40.	Language AND technology
41.	Take very long time to communicate with some of the new group members while they are out of town for quite a long time.
42.	I assume it's language as several new neighbours do not answer the door. Does anyone live there?
43.	Our Block was one level bungalows from 1955 to late 1980's. Now families have moved on and there are 8 mansions in their place, with electric gates. Very unwelcoming coupled with language difficulties.

**Do you have unique or specialized skills or qualifications that would be beneficial to such an advisory group? If so, what please provide details: |**

#	Response
1.	I am a clinical psychologist and my husband is a retired business executive, well-used to chairing groups, consulting, etc.
2.	Training background Security guard experience Worked with loss prevention departments
3.	Management and problem solving
4.	I'm a professional photographer and video producer
5.	I am familiar with social media; I do a lot of work with homeowners as a Realtor so I am in and out of a lot of houses. I have pretty good communications skills. I have also have security clearance to act as a volunteer for the city of Richmond (criminal background checks) etc...

6.	sitting on government's committee for drug, youths and gangs. Advisory board of Burnaby Custody Center
7.	Journalism, communications and PR
8.	Retired superintendent of schools for Burnaby Member of City of Richmond senior advisory committee Extensive education and experience
9.	My native language is English, but I am also fluent in Cantonese and Mandarin
10.	Media skills, management skills, community organizing experience.
11.	My smile. :)
12.	I'm a retired RN with many committees in my background. I have a knack for detail and enjoy problem solving.
13.	I may be in a different demographic than many Captains/Co-Captains, as I am 32 years old. Possibly relevant, I have also lived in Richmond my entire life.  Professionally, I have experience with communications, social media, and community building. I have worked extensively with young adults, and with industrial engagement. I am currently serving on our departmental safety committee.
14.	Very much involved as a RCMP volunteer and now as a CRT volunteer too
15.	Nothing unique. Average communication skills, I enjoy working on a team, and would be interested identifying opportunities to improve the block watch experience for my neighbours without becoming obtrusive.
16.	I have been a volunteer in Richmond for over 30 years, The Gateway, Chair at Steveston Museum, Chair at London Farm and Director at Steveston Community Centre.
17.	I am a an Electrical Engineer, not sure how that will benefit the group.
18.	scout leader for 20years, involved in planning and training as well. Heart and Stroke foundation caves volunteer. training on emergency preparedness First respondent training at work place  but not very good with the computer applications. ( too much emails .... already) sometimes, I cant respond to them immediately. or ignored altogether) so for the following question, I need to know how much time will be involved.. so I am skipping that question.



19. -former A/Cst with Richmond RCMP

-CPTED trained

-previously employed by City of Richmond Emergency Management Office. Familiar with CityWatch system which is used to send crime alerts and newsletters.

20. I have lived in Richmond since 2007 and have been a district administrator in the Richmond School District since 1996. I have been a BW captain for almost two years and have helped more than double our membership from 36 to over 80. I have sense of the benefit of BW and the challenge it must have organizationally regarding funding and staffing. BW is connected to public safety and is not directly done by the RCMP ... but by civilians. And therein lies the challenge and tension for the RCMP. BW is not at the core function of the RCMP and yet the public expects BW to be some great program. I would imagine that there is very little in the way of funding from the operational budget to support this program.

I have helped organize two potluck socials in the neighbourhood to increase awareness of BW. I am well organized, responsible and trustworthy and reliable. I have helped organize two neighbourhood events through an initiative called Neighbourhood Small Grants ... funding from the Vancouver Foundation and coordinated locally through Richmond Cares, Richmond Gives. Most recently, I chair a neighbourhood committee of 8 and hosted a summer time International Potluck Dinner in our neighbourhood park. About 130 persons attended ... including a community concert band and an Iranian Dance Group. We were also honoured to have Mayor Brodie attend our event. From all accounts, the event was a tremendous success. Click here to view a video slideshow I put together highlighting this event:

<https://www.youtube.com/watch?v=-DgUIB-in-Q>

As a public sector employee and leader, I am able to understand and balance of trying the needs of the community while working within organizational policies and procedures. I am able to navigate the complexities of communication of sensitive issues or topics ... what are public talking points and what may be internal and organization details in camera.

Recently, I have been invited to join the Richmond Advisory Committee (organized by Richmond Cares, Richmond Gives) to help evaluated applications for 2016's Neighbourhood Small Grants in Richmond.

21. Retired Police Officer

Background in Program Review and Audit

22. Just having been a captain for over 10 years you get some ideas on improvement.

23. Real Estate Agent

24. Public Speaking



Professional Presentation skills
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25. Only if I have the time... I am very busy at work and at times I am oncall
--

26. Experience over the last 20 or so, years
--

Please enter the suggestions you have that might increase the number of people engaged in Block Watch in Richmond: |

#	Response
1.	I would have to think more about this.
2.	Given the explosion of townhouse and condo units, does Block Watch include any material as part of a 'move in' package, perhaps with the assistance of Realtors? I assume that material is available in other languages beside English to help reach those that do not speak or read English easily?
3.	Find a resident who would recruit a few neighbours with the same concerns and start to build a bonding of neighbours. I kept our group to a small (21 members) number of contiguous properties to maintain closeness of participants instead of being a larger group where individuals lose their identity in a crowd and morph back into obscurity.  There was a concern when recruiting members about how much time would it take so when I assured them "nothing more than signing up" they were good to get on board.
4.	Send a mail out to join block watch.  The biggest incentive I find is the discount on home insurance.  Have them email to sign up, and after they sign up, have Block Watch contact the captains of the new registrants.
5.	1. Let them know that there is usually an insurance discount for Blockwatch members. That helps.  2. Encourage them to join! Most have no idea what Blockwatch is. Show how BW membership reduces crime by highlighting successes on a map.
6.	block watch fun day for members then ask RCMP to present
7.	Advertisements in the Newspaper. Biggest challenge is the immigrants who do not trust the police and do not want to get involved with neighbours.
8.	Unfortunately in my neighborhood I think someone of Asian decent and language skills would better connect with most of the neighbors. There are only 4 non Asian families in my direct Neighborhood. Most of those are relatively new to Canada.
9.	There could be information in the local newspaper suggesting people to get involved in a Block watch group and letting them know how to become a member or how to become a captain in their neighbourhood.
10.	A community station for the Hamilton area so that the residents have a place for resources.
11.	I find that Block Watch is more reactive than pro-active. It appears that residents seek information after crime has been committed. A lot of times, new Richmond residents don't even know the existence or purpose of Block Watch. It may help if City of Richmond can suggest to building developers to include Block Watch information in their welcome package (a package of documents for new residents to reference building by-laws, numbers

	to call, building warranty etc.).
12.	Regular column in the local newspaper on a particular block watch group and their interests and concerns.
13.	Mailbox flyers promoting the program or inserts in utility bills and property tax bills/notices
14.	The printed info would in all likely-hood get read if it went in the mail slot of each house. It may be prudent to have the written material in French, Cantonese/Mandarin, and Hindi, it would reach a far greater segment of Richmond.
15.	I don't think that people are too aware of many things that go around in their neighbourhood. However, in ours news travel like fire. But not sure if other neighbourhoods are as alert as ours.
16.	My area has lots of townhouse complex. Suggest you can approach/ meet the strata council in their regular strata meeting. Or advise the property management company to promote to their strata council.  Block Watch Awareness Day? ? Hand out some info around the neighborhood
17.	Information for different age group and accessible to different languages
18.	I became interested in Block Watch following a BBQ at the complex years ago There were information pamphlets, RCMP on site and "freebies". I know budget issues have curtailed this type of activity, but it was fun and informative. With a lot of families now living here with children I think it would be a plus. I however cannot absorb any costs for this type of gathering .
19.	In my experiences approaching new neighbours to join the program, potential participants do not see enough benefit in becoming involved. Providing educational opportunities, safety tools (e.g. checklists, perimeter audits by professionals), and other resources would create an incentive to join. Having new educational information and/or activities semi-annually would encourage continued engagement.
20.	They have no motivation
21.	How about increasing the area of a neighbourhood involved; may be combine some BW areas so we - captains- can get to know other captains nearby. When I set up my BW I was told to enrol just so many addresses and no more - I believe this was 'cause there was another BW area beyond what I was supposed to canvas
22.	It is a challenge how to get people out of their homes and mingle with their neighbours and of course many of the neighbourhoods do not have anyone living in the homes. We should work on new neighbourhoods that have young families like Townhouse.
23.	Community workshops
24.	Maybe some encouragement or visit from uniformed RCMP officers to the neighbors would help.
25.	awareness on it's everyone's business to crime prevention.



I am also trying to get some condos setting up Block watch, its even hardy, people are not open or friend there.

26. Promote program at various community events.

27. Show the security benefit of Block Watch

28. 1. To increase BW Captains engagement & commitment

-- invite them for an annual dinner and pep talk from a rep from City Council and a rep from the RCMP ... affirm the importance of BW, the role of the captain, suggestions on how to get neighbours to connect with each other socially, suggestions on how to be a good neighbour to your immediate neighbours and those down the street ...

2. To increase BW membership in neighbourhoods ... encourage the simple potluck ... dessert, lunch or dinner to meet neighbours ... specifically to promote awareness and increase membership. At such an event, if an RCMP officer could drop by to say hello and affirm the value and importance of getting connected and involved through the BW network ... that would be awesome.

Perhaps ... adding the word "network" to Block Watch might give the program a bit of a lift/boost. BW at its core is to build a safer community ... by connecting to /networking with information flow from the RCMP, creating a network in neighbourhoods and between other neighbourhoods.

29. try to get more oriental people involved so its not a language barrier

30. Direct mail and door-to-door engagement

Community events at the community centres

Multi-language communications

31. Providing an introductory brochure in other languages - Chinese and Punjabi for a start - to break the ice when the block watch captain arrives on the doorstep for the first time.

32. community events seem to work well but are costly. maybe have a booth set up with information (gather names and emails from those who have not already given theirs) and have some freebies/food and things for kids to do as the draw to get people to come. Do it neighbourhood by neighbourhood working with the block watch captains/co-captains where there are people in place. If no captains, flyer the neighbourhood you are targeting top let them know the date and time you will be doing this. We had a local community event and were surprised at the large number who turned out.

33. Direct advertisements in the appropriate neighbourhoods via brochures, newspapers etc.

34. - Could send out multilingual flyers in areas that aren't registered yet letting them know the benefits of organizing/belonging to a Block Watch group.

- Could promote Block Watch at other public safety type meetings that the city holds.

<ul style="list-style-type: none"> <li>- Advertise in local paper once in a while.</li> <li>- Encourage groups that work with newcomers to the city to continue to include information on Block Watch. (We were pleasantly surprised to find out that some of our neighbours who were new to the country had heard about Block Watch before we approached them.)</li> </ul>
<p>35. Systematic distribution of flyers, by RCMP Aux, in areas not currently covered by Blockwatch to solicit new participants/potential new Captains.</p> <p>Distribution of flyers and news articles in languages other than English and Chinese only.</p> <p>Systematic solicitation of all Townhouse / Multi Family housing projects by RCMP aux. to solicit new participants/potential captains.</p> <p>Aggressive advertising in local papers explaining the positives of the program.</p> <p>Good articles published on a regular basis to promote street parties/events put on by locals connected with Blockwatch.</p>
<p>36. communication is always the best way to increase added block watch participants.</p>
<p>37. Let current Block Watch Captains know which neighbourhoods are lacking blockwatch. Ask current members if they know anyone who would be a good possible block watch captain in those neighbourhoods.</p> <p>People appreciate being asked if they know it is because someone things they would be strong in that position. They are also more likely to say yes if it is someone they know who is already doing the job. There is very little time involved in being a captain . . . at least the way I do it . . . perhaps you would like people to do more.</p>
<p>38. - More communication to public</p> <ul style="list-style-type: none"> <li>- newsletter</li> <li>- school involvement</li> <li>- Annual Block Watch event (BBQ etc)</li> </ul>
<p>39. I think if there was more of a police presence, people would be interested in participating.</p>
<p>40. New people moving into neighbourhood - making these people aware of Block Watch program more info sessions at City Hall or Neighbourhood Schools.</p>
<p>41. Send out letters to citizens.</p>
<p>42. Put a float in the salmon festival parade</p>
<p>43. A letter in English and ? with a space to put my name in. This would let people who do not speak or read English, know who the Block Watch Captain is and what we do.</p>



44. Maybe try sending personal emails from the RCMP to non members which include the contact name and email of the captain in their neighbourhood.

The addresses could be submitted by the Captains initially.

## 18. Are there changes you would like to see made to the Block Watch program?

### | Comments:

#	Response
1.	Again, I would have to think about this. In Vancouver, the police representative attended the inaugural meeting and the annual meetings when possible. This lent an air of authority and excitement to the meetings. I would like to see more of that involvement if possible.
2.	Increased engagement
3.	No real suggestions here.
4.	We need more participants.  I find nowadays its difficult to connect with neighbours. They tend to keep more to themselves.
5.	We need to talk about options for improving it in a Roundtable discussion.
6.	It would be helpful to have the Block Watch office phone to check in with volunteers occasionally (every couple of years) rather than just by email.  I find the emails asking me to update the Block Watch list a little annoying as it seems to suggest that it is a simple task when, in fact, it is a very time consuming one. Also, the step-by-step instructions on how to update the list was unnecessary. It is obvious that I need to contact people to update the list. Again, the email made it seem so simple without an appreciation of the work involved.
7.	More sponsored meetings with the Neighborhood families to try to get them involved. Its sometimes difficult for them to connect without having an officer in uniform
8.	I love how Block Watch has become internet savvy & we no longer have to deliver BW newsletters 2 or 3 times a year. The program has progressed a lot in the 20 yrs I've belonged.
9.	I am a block watch Captain but I don't see the point in doing this. Other than being asked to gather email addresses for the program and getting short blurbs via email about break-ins in the area and telling people to "keep your eyes open" for suspicious activity, what is there is to it?
10.	Increased visibility and information sharing  Creating a positive culture
11.	People more aware of break ins in their area.



12.	maybe email a map of richmond crime activities for the month at the end of each month
13.	Please refer to my comments for Q.17.
14.	It is so easy to keep Block Watch going. I don't understand why an area would not undertake to have it. The start up would be a little more time consuming but once that is done, it pretty much runs by itself and keeping up-to-date with newcomers is not a big problem (in my area.)
15.	Help organize occasional individual block watch group parties where police and fire would attend on that block.
16.	The program is very good but some consideration has to be given to the fact that "one size does not fit all".  We are a condominium apartment, not a single family dwelling or a townhouse therefore security measures change accordingly.
17.	More hands on training.
18.	More active participation and interest in watching out for each other's property and persons.
19.	I haven't really thought about it....
20.	There has been little feedback on the cases for example arrests, convictions. The information on means of entry does help to make residents aware of the threat and to increase vigilance.  If there is intelligence on gangs targeting homes and what their tactics for planning break-ins this should be passed on to alert residents.
21.	ID BADGES for captains for the wallet, LAWN SIGNS
22.	Appreciate the support we get.
23.	night time visit is good.
24.	Not sure
25.	Need ways to communicate with Chinese and East Indian people in the neighborhood who are reluctant to join Block Watch  because I can't communicate with them.
26.	I have a teenager at home and I'm thinking we can introduce this program to High School. So they have more understanding of our community and educate them how to prevent crime or how do they protect themselves when facing crime. i.e . what do they do if someone break in when they are home (as break in rate is so high)
27.	The current email correspondence on break-in cases is quite helpful.
28.	May be we shall have some meetings for everyone instead of just for the captain and co captain.

29.	Possibly do kid friendly information sessions @ school telling about the program at appropriate age level.
30.	See previous comments.
31.	I am no expert but need some guidance on how to get the neighbours together; may be presentations at a community centre on crimes happening in and around our areas. Make the community more aware of problems out there; regular meetings and or presentations may help.
32.	quarterly news letter in hard copy is good. Not many people really like to look up the email particularly the seniors, they prefer "paper"
33.	Being new, I don't have any specific suggestions, but I did look online at various other community block watch programs, when I first joined and noticed that other cities had different programs. Would be interesting to review other ideas. Perhaps create an idea book for block watch captains.
34.	But i just have no idea how to persuade people to join the group
35.	Promote more engagement from all parties
36.	I am quite happy with the program, it is the neighbors who do not participate of volunteer,
37.	do a little more, more involvement by the members, more information to them.  its all common sense stuff, but people tend to ignore them.
38.	More interaction between residents and polices
39.	when there is something going on in the neighbourhood even though it doesn't include my particular block the RCMP say to go home so I don't know what is happening until I talk to the people later
40.	1. It would be great to have a promotional video about BW, how to get involved ... in different languages.  2. It would be great to have a dedicated administrator or manager along with appropriate support staff/admin assistant staffing to coordinate & organize BW captain meetings and BW awareness campaigns at malls, local libraries, through TV ad, newspaper, social media, etc.  My sense is that BW is present but not particularly alive and well here in Richmond.
41.	Unsure of what can be done.
42.	Need someone that can be accessed to speak other languages to assist in communicating with new neighbors
43.	More communication with the RCMP and meetings organized by them when there are criminals who break in regularly and disturb neighbourhoods.
44.	I can not think of any changes.....the program works very very well, in my opinion, as-is.



45.	I think the Blog is an excellent idea. I am proficient in social media and would have loved to have done this. Unfortunately, I am moving and will have to pass the baton to neighbours. I will also pass this survey along to them. I would have jumped at the opportunity to be on the Advisory Committee, but since I am moving....
46.	An electronic version of the materials for new residents
47.	Get back with doing workshops for the captains and co-captains on an annual or semi-annual basis - also having some recognition for the \members
48.	more monthly meeting, right now have never known o one
49.	More active communication (ie. minimum monthly notifications of RCMP activities within the community and status of any related crime or reports of crime)
50.	Promotion of Blockwatch will require some capital investment for advertising and possibly increased staffing.  I would like to see Blockwatch prepare and present an annual report. The program is a basic building block for the community and the requirement that an annual report be prepared will ensure that attention is given to the program.
51.	Would like to see the City council more involved. Would like more follow up on Breakins.
52.	I need to find someone younger, healthier and not so busy to be involved in Block Watch. A younger retired person!
53.	If there are police related incidents on our block, I would like to hear about it sooner. . . . if it is something that can be shared.  The time lag is too long.  It really helps if I can send a note out to my neighbours asking them to be on the look out for anything that is a bit more specific.
54.	- increase involvement - create on-line blog or web page - welcome letter for new neighbours
55.	no idea for now
56.	As long as there are so many un-lived-in houses and people you can't communicate with, I don't see how the number can increase. And it's obviously going to get worse. Such a shame.
57.	Offer individual help to solve the existing problems in the communities that already have block watch.
58.	More than one captain/co-captain
59.	Perhaps larger signs in and around parks
60.	For someone else to come forward with better communicating skills than I.



**19. If you have any other comments or suggestions regarding the Richmond Block Watch program at this time, please add them here: |**

#	Response
1.	From the sounds of this survey too much emphasis is being placed in social media. Judging from my group it is not something that is widely used. There should be more focus on meeting face to face or have more direct communication, how can the block watch be effective if no one meets their neighbors.
2.	As an adult gated community, we have experienced almost no property or break-in related crimes in the complex, and very few in our zone. However I still think the awareness is of value and encourages residents to be watchful.
3.	Six years ago when I was getting ready to retire I decided to reach out to our transitioning (to Asian) neighbours to establish some sense of community as there were only three original owners remaining since the development in 1979 and although passers by would smile and say Hi, I did not know them by name or if they were immediate neighbours or strollers. I think this has helped our neighbourhood bond and also has led to an improvement to the care and maintenance of residences. If you can find a willing Captain who can spend a bit of time to try to make "community" that will be a big factor toward success.
4.	Not at the moment!
5.	I don't know if this is already done but, it would be helpful if the Block watch office could arrange for road barriers and information to the city when a Block wishes to hold a street party/gathering. This would lessen the workload of the Captains arranging the event.
6.	More awareness in the community by Block Watch.
7.	Now that I know about it, I will follow the RCMP twitter account.  Thanks for all your work.
8.	I find the emails about break ins in the area helpful
9.	None. Thank you.
10.	I didn't answer the above as We have a successful block watch programme on our block and I feel it is due to the stability in our neighbourhood. Many of us have lived here for over twenty years. And so we know each other, not necessarily best friends, but we look out for each other. As new ones move in, we consciously make an effort to meet them, through the block watch programme, and immerse them into our block. The block party really helps. Having children around also helps.
11.	The program deserves more of my attention in 2016 and will get it.
12.	I'd like to see more insurance companies give discounts for belonging to the program  Possibly encourage Realtors to include Block Watch information in their sales/information packages
13.	I would like to see more RCMP officers on their bicycles riding through the neighbourhoods. It makes them very visible and seem more familiar and approachable, and it can give people

	the idea that riding a bicycle, instead of driving a car everywhere, is an excellent idea. Now, if only we could persuade Mayor Brodie to get on a bike and ride around ....
14.	I like the idea of setting up an advisory committee; this was suggested by my group during my CRT training, The BW brochure looks dull - needs updating and more visually appealing (also suggested by my group). Yes, I would be willing to be part of such an advisory group.  Feel free to contact me - Amin Bardai at aminbardai@shaw.ca
15.	New Block Watch Signs & RCMP communications with Block Watch Captains.
16.	none
17.	Not at this time. But thanks for asking me to respond to this survey. I hope that this will help give decision makers some direction and momentum.
18.	see the above
19.	It is a great program!
20.	I am unsure about protocol - what to do when. An annual Q&A session for block watch members would be good.
21.	You used to supply Block Watch Members with Tshirts/caps/pens/mugs - just something to bring people in and showing appreciation for what they do.
22.	Even given the very short time since our neighbourhood entered the program, the residents involved have enjoyed getting to know their neighbours better. Having the list with names and phone numbers has helped start that process. Those who are often alone in their houses have expressed they are more comfortable knowing more about their neighbours.
23.	you guys are doing a good job! keep it up!
24.	I believe that a solid Blockwatch Program would provide a foundation for expanded duties such as emergency response. It is a natural extension of the Emergency Preparedness Act, which would enable a division of responsibility down to the community level.  Very pleased to see that this survey is being conducted.  Pleased to see that a Community Advisory Committee is being considered.
25.	Thank you for the survey. It gives us/me a chance to speak/share and that way I feel more involved within the Block Watch program. I have a suggestion or two for involving more participants in the Block Watch program: send out a letter about the existence of and how to reach the Block Watch program. Break the group meetings into smaller groups. In a coop, you would send the letter, attention B.O.D. In a strata you would send a letter to the property management company and they would send a letter to the residents. To home owners, the letter would go to individual homes encouraging them to come together and form a group and find a Block Watch captain and co-captain to represent their block. Not many people know about Block Watch. Maybe, even the social media could put something together to put on the news or, maybe, an advertisement for Block Watch could be created and shown on channels within our cities or neighbourhoods. God bless you!



26. We have started a neighbourhood plate. I'm not sure how far it has progressed but I like the idea. We have a plate that is making its way around the neighbourhood. The person record the name and date (on the back of the plate) each time someone delivers some treat to another neighbour on this plate.

Thanks for supporting us with Block Watch.

27. Just feel that the city needs more police and do more patrol with different routes. Understand it's not the first priority of RCMP, so we all need to do our part first - form Block Watch and participate.

28. not at this time

29. One thing is to perhaps anyone belonging to blockwatch have some sort of identifying sticker on their house or car. Not the old ones but something that would alert a possible thief that we as a community or street are keeping our eyes out for anything suspicious. My co caption and I just met and are going to start the process of talking to the people on our street again as it has been a long time and we haven't really been doing anything.

30. Our water bill spiked about every 4 months for part of 2014 and 2015 calendar. Despite many calls made to the police, the police never arrived in time to attend to the vehicles illegally parked in our fire lane. We saw suspicious activity going on but were told we had no proof and nothing was done despite the fact each unit had to pay over an extra \$1,000.00 to cover the cost of the spiking water. That did not help our complex have faith in the block watch system or the police force.

31. I would like to see the latest news on the follow-up action subsequent to the residential break and enters recently occurred in my neighbourhood.

32. perhaps when we have the yearly meeting it could be offered during the day and the evening???