



Community Safety Committee

**Anderson Room, City Hall
6911 No. 3 Road**

**Tuesday, January 16, 2018
4:00 p.m.**

Pg. # ITEM

MINUTES

- CS-4** *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on December 12, 2017.*



NEXT COMMITTEE MEETING DATE

February 14, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT - NOVEMBER 2017**

(File Ref. No. 12-8060-01) (REDMS No. 5677665 v. 2)

CS-11

See Page CS-11 for full report

Designated Speaker: Greg Scarborough

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report - November 2017”, dated December 11, 2017, from the General Manager, Community Safety, be received for information.



2. **FIRE-RESCUE COMMUNITY OUTREACH AND PUBLIC
EDUCATION PLAN: 2018-2023**

(File Ref. No. 99-Fire Rescue) (REDMS No. 5643939 v. 4)

CS-16

See Page CS-16 for full report

Designated Speaker: Acting Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

- (1) *That the staff report titled “Fire-Rescue Community Outreach and Public Education Plan: 2018-2023”, dated December 12, 2017 from the Acting Fire Chief, Richmond Fire-Rescue be endorsed; and*
- (2) *That upon endorsement the Fire-Rescue Community Outreach and Public Education Plan: 2018-2023 be distributed to key stakeholders and posted on the City of Richmond website.*



3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT –
NOVEMBER 2017**

(File Ref. No. 09-5000-01) (REDMS No. 5664550)

CS-46

See Page CS-46 for full report

Designated Speaker: Acting Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – November 2017”, dated December 21, 2017 from the Acting Fire Chief, Richmond Fire-Rescue, be received for information.



4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Acting Fire Chief Tim Wilkinson

Item for discussion:

Tree Chip Update

Community Safety Committee Agenda – Tuesday, January 16, 2018

Pg. # ITEM

5. **RCMP MONTHLY ACTIVITY REPORT - NOVEMBER 2017**

(File Ref. No. 09-5000-01) (REDMS No. 5689824 v. 4)

CS-56

[See Page CS-56 for full report](#)

Designated Speaker: Supt. William Ng

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – November 2017,” dated December 13, 2017, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



6. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Supt. William Ng

Item for discussion:

None.

7. **COMMITTEE STANDING ITEM**

(i) *Emergency Programs*

(ii) *E-Comm*

8. **MANAGER’S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, December 12, 2017

Place: Anderson Room
Richmond City Hall

Present: Councillor Bill McNulty, Chair
Councillor Derek Dang
Councillor Ken Johnston
Councillor Alexa Loo
Councillor Linda McPhail

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

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on November 15, 2017, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

January 16, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATION

1. Oliver Grüter-Andrew, President and CEO, E-Comm, introduced Dave Mitchell, Director of Fire Services and Ryan Lawson, Operations Manager.
With the aid of a PowerPoint presentation (copy on file, City Clerks Office), Mr. Grüter-Andrew, Mr. Mitchell and Mr. Lawson provided the following information:

- E-Comm has consistently met or exceeded its service level target for calls answered within a prescribed time frame;

Community Safety Committee

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- E-Comm is transitioning Emergency Services radios to the Next Generation Radio Program (NGRP);
- the NGRP has improved performance, resiliency, security and interoperability;
- a key priority at E-Comm is retention and recruitment for new employees and the improvement of its training program;
- all police and ambulance services have been completely transitioned to the NGRP; and
- in 2018, Fire-Rescue will be completely transitioned to the NGRP.

In reply to queries from Committee, Mr. Grüter-Andrew noted that (i) Mission is located outside of E-Comm's network, (ii) the Record Management System (RMS) will be two-tiered to accommodate the size of departments in various municipalities, (iii) some jurisdictions have online reporting systems for non-emergency calls, however due to the specific nature of certain calls there is different protocol for reporting various incidents, and (iv) E-Comm is examining various diversionary tactics for non-emergency calls.

COMMUNITY SAFETY DIVISION

2. LOWER MAINLAND DISTRICT REGIONAL POLICE SERVICE INTEGRATED TEAM ANNUAL REPORT 2016/17

(File Ref. No. 09-5350-12) (REDMS No. 5667362 v.2)

Cecilia Achiam, General Manager, Community Safety, highlighted the following information:

- the Police Services Integrated Team have completed a government survey and the results are being tabulated and will be shared with a working group in the new year;
- discussions are ongoing with regard to the funding structure change from criminal code to violent crime for Integrated Teams; and
- the cost of integrated teams may be impacted as a result of the Supreme Court of Canada's ruling in R v. Jordan.

It was moved and seconded

- (1) *That the report titled "Lower Mainland District Regional Police Service Integrated Team Annual Report 2016/17" from the General Manager, Community Safety, dated November 22, 2017, be received for information; and*

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(2) *That copies of the report be provided to:*

- (a) *the Lower Mainland CAO/PCC (Chief Administrative Officer/Principal Police Contact) Forum to assist in future discussions surrounding cost allocation formulas for the various teams; and*
- (b) *the Director of Police Services, Ministry of Public Safety for consideration during the Province's review of the governance of the Integrated Teams.*

CARRIED

3. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT - OCTOBER 2017

(File Ref. No. 12-8060-01) (REDMS No. 5648517)

In reply to queries from Committee, Greg Scarborough, Manager, Property Use, Policy and Programs, spoke of Community Bylaw's involvement in soils being deposited on the Garden City Lands. Committee requested Community Bylaws become more involved with the project and actively monitor the soils being used.

Also, Ms. Achiam commented on Community Bylaw's staffing, highlighting that the department has seen an increase in temporary staff as a result of short-term rental enforcement. Also, she remarked Bylaw Officers do not typically encounter situations in which they are in imminent danger, however should such situations arise; they are trained to call the appropriate agency.

In reply to queries from Committee, Mr. Scarborough advised that there is a consistent volume of calls with regard to illegal suites and all prosecutions have had positive outcomes.

It was moved and seconded

That the staff report titled "Community Bylaws Monthly Activity Report - October 2017", dated November 20, 2017, from the General Manager, Community Safety, be received for information.

CARRIED

4. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT - OCTOBER 2017

(File Ref. No. 09-5000-01) (REDMS No. 5643447)

Tim Wilkinson, Acting Fire Chief, Richmond Fire-Rescue, noted that Richmond Fire-Rescue (RFR) is putting together an integrated team to examine ways to reduce fires on Mitchell Island with regard to inspection processes conducted by various agencies.

3.

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In reply to queries from Committee, Acting Chief Wilkinson advised that there is only fire coverage at the port at English Bay, and in most cases when ships are at sea; it is the responsibility of the Coast Guards with permission from the ship's Captain.

The Chair queried when the Optimal Deployment Study for Richmond Fire-Rescue would be available and Acting Chief Wilkinson advised that staff are waiting for the final report and recommendations.

It was moved and seconded

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – October 2017", dated November 6, 2017 from the Acting Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

5. FIRE CHIEF BRIEFING

(Verbal Report)

(i) Line of Duty Death Funeral

Acting Chief Wilkinson advised that the Line of Duty Death funeral for Bryan Kongus will take place on December 18, 2017 at Fraserview Mennonite Brethren Church.

(ii) LUCAS CPR Machines

Acting Fire Chief Wilkinson noted that an agreement has been reached with BC Emergency Services and RFR will be purchasing more LUCAS CPR machines for their fleet.

(iii) Christmas Tree Chip Event

Acting Fire Chief Wilkinson advised that the Christmas tree chip event will take place on January 6th and 7th.

6. RCMP MONTHLY ACTIVITY REPORT - OCTOBER 2017

(File Ref. No. 09-5000-01) (REDMS No. 5641557)

Superintendent Will Ng, Richmond RCMP, highlighted that (i) an appreciation reception was held to express gratitude for the countless volunteers hours undertaken by volunteers, (ii) the Richmond RCMP Youth Squad held their graduation ceremony on December 7th, (iii) the D.A.R.E. BC annual volunteer appreciation event was held on December 9th, and (iv) the RCMP Toy Drive raised over \$11,000.

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In reply to queries from Committee, Superintendent Ng advised that the RCMP can examine other options for reporting non-emergency situations to reduce the wait time and that staff can liaise with E-Comm to explore solutions. Superintendent Ng then noted that staff are examining the potential of creating educational videos for the public to educate them on proper protocol for calling 9-1-1.

Superintendent Ng remarked that Vancouver Coastal Health has reached out to the Richmond RCMP and has scheduled a meeting for January to discuss the opportunity to have a nurse to assist with mental health related calls.

It was moved and seconded

That the report titled "RCMP's Monthly Activity Report – October 2017," dated November 8, 2017, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

7. RICHMOND RCMP DETACHMENT STRATEGIC PLAN 2018-2020

(File Ref. No. 09-5000-01) (REDMS No. 5630810 v.2)

In reply to queries from Committee, Superintendent Ng advised that more information will be provided on the stakeholder groups which were consulted in the planning process of the Richmond Detachment Strategic Plan 2018-2020.

It was moved and seconded

That the report titled "Richmond Detachment Strategic Plan 2018-2020", dated November 20, 2017, from the Officer in Charge, Richmond RCMP be received for information.

CARRIED

8. RCMP/OIC BRIEFING

(Verbal Report)

(i) Volunteer Appreciation Event

Please see Page 5 for discussion on this matter.

(ii) Youth Academy Graduation

Please see Page 5 for discussion on this matter.

(iii) Break and Enters

Superintendent Ng advised that break and enters have increased recently due to the time of year and that staff are working diligently to resolve the situation.

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**9. EMERGENCY PROGRAMS QUARTERLY ACTIVITY REPORT –
THIRD QUARTER 2017**

(File Ref. No. 09-5126-01) (REDMS No. 5670469)

Committee requested that feedback from attendees of the Richmond Resilient Communities Programs (RRCP) workshop that took place at Sea Island and Thompson Community Centres be provided to Committee.

In reply to queries from Committee, Norman Kotze, Manager, Emergency Programs advised that an invitation can be extended to various businesses to participate in the emergency preparedness workshops in an effort to educate them on their role in an emergency. He then noted that staff are in discussions with the Richmond School Board to determine the feasibility of presenting a version of the Richmond Resilient Communities Programs (RRCP) workshop to Parent Advisory Committees.

It was moved and seconded

That the staff report titled, “Emergency Programs Quarterly Activity Report – Third Quarter 2017,” dated November 24, 2017 from the General Manager, Community Safety, be received for information.

CARRIED

10. COMMITTEE STANDING ITEM

E-Comm

None.

11. MANAGER’S REPORT

Next Generation Radio Program for Richmond Fire-Rescue

Acting Fire Chief Wilkinson advised that RFR has received all the new radios for the Next Generation Radio Program and they will be amalgamating with Vancouver with regard to training with the new radios.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (5:06 p.m.).

CARRIED

Community Safety Committee
Tuesday, December 12, 2017

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, December 12, 2017.

Councillor Bill McNulty
Chair

Sarah Kurian
Legislative Services Coordinator



City of Richmond

Report to Committee

To: Community Safety Committee
From: Cecilia Achiam, MCIP, BCSLA
General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - November 2017**

Date: December 11, 2017
File: 12-8060-01/20-Vol01

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report - November 2017", dated December 11, 2017, from the General Manager, Community Safety, be received for information.

Cecilia Achiam, MCIP, BCSLA
General Manager, Community Safety
(604-276-4122)

Att. 1

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Community Bylaw Department provides information on Property Use, Short Term Rentals, Grease, Soils, Pay Parking, Parking Enforcement, Animal Control, Dog Licencing and Public Awareness Initiatives.

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

Property Use

Property Use Officers continue to investigate property matters based on public complaints. During the month, bylaw officers administered 170 files that were largely associated with excessive noise, boulevard obstructions, unsightly premises and tow permit applications.

The Short-Term Rental Officer continues to investigate occupancy matters based on website listings and public complaints. During the month, the bylaw officer undertook 53 inspections and issued two bylaw violations in accordance with Zoning Bylaw No. 8500.

Soils

The Soil Officer continues to coordinate with various agencies and monitor properties engaged in the removal/deposit of soil and other fill material. A total of 79 files remain under active investigation, which includes one approved fill permit, 31 stop-work-orders and two fill removal orders.

Grease

The Grease Officer remains focused on education and voluntary compliance. During the month, the bylaw officer undertook 83 grease-trap inspections and issued one violation and two warnings for offences associated with contravention of Sanitary Sewer Bylaw No. 7551.

Parking and Animal Control

Parking and Animal Control Officers remain focused on safety and liability issues (school zones, fire hydrants, dogs off leash) in conjunction with enforcement of pay parking zones (meters and permits). During the month, bylaw officers issued 1782 fines and 420 warning tickets for various types of parking and stopping offences.

November 2017 represented the end of the dog licencing season with 15 licences processed during the first week of the month. This activity culminated with 7,207 dogs being licenced over the course of the entire 2016/2017 dog licencing season.

An additional 802 licences were processed after November 8th, 2017 which represents the beginning of the 2017/2018 dog licencing season.

Education and Awareness

As a result of significant efficiency improvements that occurred over the past six months, Property Use Bylaw Officers initiated proactive enforcement for boulevard maintenance and unsightly premises' matters. The goal of this initiative is to mitigate public complaints, as well as to enhance neighbourhood aesthetics and liveability.

Community Bylaws, in conjunction with the Roads & Construction Department continue to coordinate resources in relation to street sweeping enforcement. During the month, bylaw officers issued 105 violations around City Centre, which were associated with quarterly parking prohibitions (posted no-parking for street sweeping).

Adjudication

The next adjudication hearing is scheduled for January 30, 2018.

Revenue

The Community Bylaw Department derives most of its revenue from parking meters, parking permits and parking violations with the remainder of revenue generated through the following sources: Dog Licences, False Alarm Incidents, Animal Control Violations, Newspaper Box Permits (annual renewal), Towing Permits (biennial renewal) and Film Crew Occupancy.

A negative variance of approximately 70 per cent was incurred under "Other Bylaw Fines" due to a budgetary adjustment associated with the City's *Short-Term Rental Enforcement Program* (Bylaw Officer Wages). These costs were foreseen and subsequently offset by staff vacancies and supplemental revenue; nonetheless their impact is expected to diminish overall department revenue. As a consequence, surplus revenue from operations by the end of the year has been adjusted to nine thousand dollars.

The following table lists all department revenue by source for the current month and year to date.

Figure 1: Budgeted vs. Actual Revenue by Source

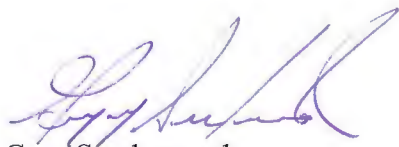
Revenues	Nov. Budget	Nov. Actual	YTD Budget	YTD Actual	YTD Variance (\$)	YTD Variance (%)
Receivable Income *	0	0	100,000	171,522	71,522	71.5%
Filming Revenue	0	3,952	0	24,003	24,003	0.0%
False Alarms	4,258	8,584	46,842	73,961	27,119	57.9%
Dog Licences	7,010	18,883	149,538	207,205	57,667	38.6%
Towing Permits	942	1,568	14,470	19,218	4,748	32.8%
Other Permits	2,242	275	34,439	40,670	6,231	18.1%
Other Bylaw Fines	225,405	8,250	265,611	80,800	(184,811)	(69.6)%
Parking Revenue	141,896	144,304	1,658,263	1,674,832	16,569	1.0%
Total Revenue	381,753	185,816	2,269,163	2,292,211	23,048	1.01%

Financial Impact

None.

Conclusion

Community Bylaw staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. Further, staff remain committed to educating the public and promoting a culture of voluntary compliance.



Greg Scarborough
Manager, Property Use, Policies & Programs
Community Bylaws
(604-247-4601)

GS/STL:ct



Susan Lloyd
Manager, Parking Enforcement,
Animal Control & Administration
Community Bylaws
(604-247-4467)

Att.1: Department Activity - Property Use, Short Term Rentals, Grease, Soils, Parking Enforcement, Animal Control and Dog Licencing

Customer Service Activity

The table below reflects all department *calls-for-service* categorized by subject that were processed during the current month and year to date:

Figure 2: Community Bylaws Calls-for-Service

Enquiries & Complaints (phone calls & emails)	November	YTD
Property Use (Bylaws #7162, #7174, #9700, etc.)	170	3061
Soils ALR (Bylaw #8094)	8	66
Parking Enforcement (Bylaws #5870 & #7403)	187	2080
Dog Licencing & Animal Control (Bylaws #7138 & #7932)	154	324
Totals	519	5531

Enforcement Activity

The table below reflects all department *violations* categorized by subject that were issued during the current month and year to date:

Figure 3: Community Bylaws Violations

Ticket Issuance (BVN's & MTI's)	November	YTD
Short-Term Rental Offences (Bylaws #7360, #7538 & #8500)	2	87
Grease Trap Offences (Bylaw #7551)	3	30
Parking & Stopping Offences (Bylaws #5870 & #7403)	1783	22057
Dog Licence & Animal Control Offences (Bylaws #7138 & #7932)	18	252
Totals	1806	22426



City of Richmond

Report to Committee

To: Community Safety Committee

Date: December 12, 2017


From: Tim Wilkinson
Acting Fire Chief

File: 99-Fire Rescue/2017-
Vol 01

Re: Fire-Rescue Community Outreach and Public Education Plan: 2018-2023



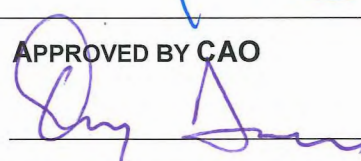
Staff Recommendation

1. That the staff report titled "Fire-Rescue Community Outreach and Public Education Plan: 2018-2023", dated December 12, 2017 from the Acting Fire Chief, Richmond Fire-Rescue be endorsed.
2. That upon endorsement the Fire-Rescue Community Outreach and Public Education Plan: 2018-2023 be distributed to key stakeholders and posted on the City of Richmond website.



Tim Wilkinson
Acting Fire Chief
(604-303-2701)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Community Social Development	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:	APPROVED BY CAO
		

Staff Report

Origin

In 2016, Richmond Fire-Rescue (RFR) conducted the Community Outreach Research Project in order to better understand the community's needs, perceptions, and expectations of fire service. In the August 16, 2016 memo "Richmond Fire-Rescue Community Outreach Research Project", RFR advised Council of the project and the intention to use its findings to develop a well-informed and comprehensive outreach plan.

In November 2016, Council adopted the Fire-Rescue Plan: 2016-2018. One of the key initiatives in the Plan was the creation of a "comprehensive public education plan".

This report introduces the Fire-Rescue Community Outreach and Public Education Plan: 2018-2023 (COPEP) which supports RFR's mission:

To protect and enhance the City's livability through service excellence in prevention, education and emergency response.

This report supports the Social Development Strategy for Richmond 2013-2022, endorsed by Council in September 2013:

Action 52- Collaborate with Police Services and community partners to promote Richmond as a safe and livable community

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.

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

Analysis

RFR protects and enhances the City's livability through delivering service excellence in prevention, education and emergency response. The diversity in Richmond offers unique opportunities for learning and also poses challenges for RFR service delivery. Through community and key stakeholder consultation, the Outreach Research Project 2016 identifies areas of concern, as well as areas of strength and opportunity to enhance community safety through outreach and public education.

The key areas of concern, highlighted by the research, are a lack of knowledge of the services provided by RFR within the community, as well as varied perceptions of what constitutes an emergency situation. Additionally, the research found that some community members are hesitant to call 9-1-1 in an emergency and reluctant to engage with RFR staff during informal interactions.

The research also identified some community strengths and opportunities which will help RFR to fulfill its mission. These strengths and opportunities include the community's high regard for the fire service, as well as a willingness by some community members to share safety information within their strong social networks. Some community groups also indicate a willingness to host events for community engagement and public education purposes.

The Outreach Research Project's final report contains numerous recommendations, based on best practice research from around the world. These recommendations were used to develop the Community Outreach and Public Education Plan (COPEP).

The COPEP provides strategic directions to address the key areas of concern and build on the strengths and opportunities. These strategic directions and their supporting actions/initiatives are divided among three pillars of excellence: Public Education, Community Relations and Customer Service.

Initiatives in the COPEP are designed to boost the community's knowledge of RFR's services and increase the understanding of appropriate emergency response in order to ensure Richmond is a safe and well informed community. The COPEP initiatives created to enhance RFR's community relations will boost RFR's public profile in diverse community groups and create interest in fire services among Richmond community members. Customer service initiatives will help to build strong community relationships, which will enhance RFR's understanding of the community to further improve customer service.

Outlined in the COPEP are strategic directions and actions that will require increased resources in order to be successful. The resources required will incur costs for items ranging from translation services and printing to additional staff. RFR will take a measured approach and will explore ways to reach desired results in a fiscally responsible and practical manner given budgetary realities and approvals. Business cases to support additional resources, including staffing, will be brought forward for the 2019 budget cycle.

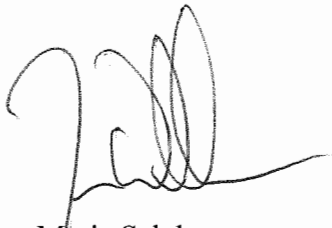
Financial Impact

None.

Conclusion

The COPEP addresses concerns in today's community context, while planning for a growing and diverse community. The COPEP will serve as a planning framework to help RFR achieve its mandate of service excellence in prevention, education and emergency response. The successful implementation of the COPEP depends on appropriate resources to ensure RFR's capacity to provide important public safety education, establish strong community relations and improve customer service to enhance Richmond's livability and safety.

Annual work plans will be created to address the outlined strategic directions, their actions and ensure the COPEP is implemented according to timelines set out in its goals. In addition to providing Council with yearly reports on its overall implementation, RFR will provide updates on an ongoing basis as the COPEP's significant goals are achieved.



for Maria Salzl
Manager, Program Administration
(604-303-2723)

Att. 1: Fire-Rescue Community Outreach and Public Education Plan: 2018 – 2023

Fire-Rescue

Community Outreach and Public Education Plan

2018-2023



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ABOUT US

**Richmond Fire-Rescue(RFR) is an emergency response agency for the City of Richmond.
RFR responds to multiple emergency and non-emergency calls every day.**

Each day offers new challenges and opportunities for RFR to provide service excellence to the community. RFR personnel respond to calls of various nature from fires to medical emergencies, motor vehicle incidents and public service calls. RFR is staffed by a team of over 200 dedicated men and women who respond from seven firehalls on a 24 hour, seven day a week basis.

Apart from emergency response, RFR personnel also deliver a wide range of public education and prevention services to further the department's commitment to RFR's mission to protect and enhance the City's livability through service excellence in prevention, education and emergency response.



Public Education

- School Education
- Community Education
- Fire Extinguisher Education
- Awareness Campaigns
- Community Events
- Media Releases
- Public Speaking



Prevention

- General Fire Inspections
- Building Development Code Enforcement and Inspections
- Operating and Special Use Permitting
- Complaint Investigations
- Fire Safety Plan Review
- Abandoned Property Checks
- Electrical Fire Safety Investigation Team



Emergency Response

- Fire Emergencies
- Medical Emergencies
- Public Service Calls
- Water, Confined Space, Crane and Tower Rescues
- Hazardous Materials
- Motor Vehicle Incidents
- Airport Emergencies

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<https://www.facebook.com/richmondfirerescue/>

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EXECUTIVE SUMMARY

Richmond Fire-Rescue is a leading community safety organization, committed to enhancing Richmond's livability and safety through strategic outreach and public education to the community.

As RFR serves an increasingly diverse community, it is necessary to ensure service delivery is reflective of the community's needs. In Richmond, multiple languages are being spoken at home, an aging population is raising the average age, and housing demand is increasing urban densification. These factors create opportunities and challenges for RFR service delivery and increase the need for greater community engagement and awareness of services to continue making Richmond a safe community.



EXECUTIVE SUMMARY

SCOPE

Richmond's Fire-Rescue Plan 2016–2018 directs the use of an evidence-based approach to deliver services and programs that balance prevention, education and emergency response. Hence RFR conducted a research study to identify the community's needs, perceptions and expectations of the fire service in Richmond. The findings from the Outreach Research Project 2016 led the development of the Fire-Rescue Community Outreach and Public Education Plan (COPEP).

KEY FINDINGS and RECOMMENDATIONS

The research identified key findings of concerns for community safety as well as opportunities to improve community engagement.

The areas of concern are:

- (1) the community lacks knowledge of RFR services,
- (2) some community members may hold varied perceptions of urgency in emergency situations,
- (3) some community members hesitate to call 9-1-1,
- (4) some community members hesitate to engage with RFR staff.

The community strengths and opportunities are:

- (1) the community has a strong regard for the fire service,
- (2) some community members have a willingness to share information on community safety,
- (3) some community groups have a willingness to host events for community engagement and public education purposes.

In order to address the key findings the research report contains 22 strategic recommendations to enhance RFR outreach and public education in Richmond.



The COPEP provides a framework with strategic directions and actions to ensure fire prevention and public education programs reflect the needs of the community. The COPEP enhances City of Richmond priorities by further contributing to create a safe community, a vibrant, active and connected City, well planned community partnerships and a well-informed citizenry.

FIRE CHIEF'S MESSAGE



Richmond Fire-Rescue's mission is "to protect and enhance the City's livability through service excellence in prevention, education and emergency response."

Richmond is a diverse and dynamic community. Although this brings challenges, for us as a fire department, more importantly it presents incredible opportunities for innovation and leadership.

I believe this Community Outreach and Public Education Plan will help us to leverage these opportunities. Following its framework will result in stronger relationships and more meaningful community engagement which I believe are essential to fulfilling our mission.

Handwritten signature of Tim Wilkinson.

Tim Wilkinson
Acting Fire Chief, Richmond

INTRODUCTION

Richmond is a unique island city, nestled on Canada's Pacific Coast; it is home to approximately 218,307 people of diverse ethnicities, a bustling economy and the Vancouver International Airport. The city offers an attractive community to work and live in and each year thousands of new immigrants from around the world come to Richmond to make it their home.

Newcomers to Richmond continue to strengthen Richmond's economy and enhance the city's vibrancy. With increased immigration over the years, Richmond has become an extremely diverse community as almost 76% of the city's population identifies as a visible minority [1]. The city's diversity creates an opportunity for community learning through sharing the diverse experiences and vast knowledge held by Richmond's residents.



The unique features of Richmond also produce significant challenges for Richmond Fire-Rescue in terms of service delivery. More and more Richmond residents speak a language other than English at home and newcomers emigrate from societies where the fire service does not function as it does in North America. Hence it becomes critical for the department to proactively engage with community members to ensure they are aware of the services available to them and know the appropriate response in an emergency.



[1] City of Richmond 2017. City Profile.

INTRODUCTION

Respecting the vast diversity in the City, RFR carried out the Outreach Research Project 2016 to identify the community's specific needs, perceptions and expectations of the fire service. The findings from the Project were consolidated in a comprehensive report outlining the vast socio-cultural factors impacting or having the potential to impact service delivery. The report provides 22 recommendations to increase the effectiveness of RFR's outreach and increase the community's awareness of public safety, with respect to the fire service and 9-1-1.



The Fire-Rescue Community Outreach and Public Education Plan (COPEP) is a strategic document developed from the recommendations of the Outreach Research Project 2016 report and provides a collective vision and framework to guide the department's future directions for enhancing community safety and establishing community relations through outreach and public education.

The COPEP will:

- increase community knowledge of personal and public safety.
- continue to recognize community safety as fundamental to Richmond's livability.
- foster community engagement by establishing strategic partnerships with key community stakeholders.
- build awareness of RFR's array of emergency and non-emergency services.
- boost interest in the fire service as a viable career option among diverse groups.

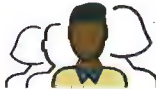
Implementation of the COPEP requires establishing collaborative partnerships with strategic community partners and stakeholders. While community partnerships serve as valuable resources, the successful implementation of the extensive strategic directions outlined in the COPEP requires appropriate resource allocation within RFR.

RICHMOND COMMUNITY TODAY

**estimated population
of 218,307**



**expected to increase
by 80,000 by 2041**



**118,305
immigrants**



**Median Age
42.2 Years**



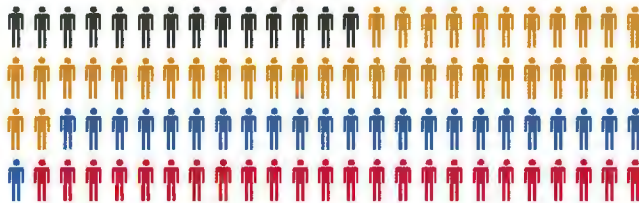
**1,534.1 population density
per square kilometer**



**73,457 private dwellings
occupied by usual residents**



Richmond Population by Age



■ Under 15 Years (13.70%) ■ Between 15-45 Years (38.30%)
■ Between 45-60 Years (24%) ■ Above 60 Years (24%)

**2.9 average
family size**



**14,062 business
licenses***



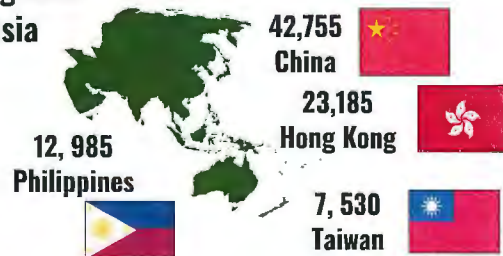
**150,015 people
identify as visible
minorities**



**60 % of immigrants are
over the age of 25 at time
of immigration**



**102,475 immigrants
are from Asia**



**70,375 people speak
Chinese languages at
home**



**86,640 speak a
language other than
English or French at
home**



**22,110 people have no
knowledge of either
English or French**



Source: Statistics Canada. 2016 Census Program

* City of Richmond. Business Richmond October 2017.

PLANNING PROCESS



Based on the findings from the Outreach Research Project 2016, the recommendations put forth in the research report provide strategic directions for RFR to increase public awareness of fire safety and boost the profile of the fire service through an effective allocation of limited resources.

The COPEP development involved a strategic planning process to gain community input to identify areas of priority for public education and outreach.

The Project relied significantly on community input gained through multiple focus groups and interviews with key community stakeholders.

The Project team also engaged with community services providers, City of Richmond staff, including RFR staff, to understand all aspects of service delivery and identify opportunities for enhancing outreach and public education. Best practice research provided supporting analysis for identifying the practices from around the world that could help to mitigate the concerns highlighted through the research.

KEY FINDINGS

AREAS OF CONCERN

The Outreach Research Project 2016 report provides an in depth inquiry into the perceptions and expectations the community has of the fire service. For the purpose of developing the COPEP, RFR has focused on some of the most prevalent areas of concern identified through community input.

Lack of Knowledge of Services

Given Richmond's significant newcomer population, many community members are unaware of the array of services RFR provides. This in turn, compromises the safety of RFR staff and community members.



Varied Perception of Emergency

Since many newcomers to Richmond may come from societies where the fire service does not function in the same way as it does in North America, such community members are not able to fully recognize the extent of public safety services available to them. They may be unaware there is a public agency to help them in a personal emergency, such as a child's injury or kitchen fire.



Hesitation to Call 9-1-1

Some individuals may be hesitant to contact 911 either due to a fear of being reprimanded, a possible fee for a service or a language barrier. This hesitation has significant implications for the safety of the community member who may not have the skills to mitigate the emergency. This also increases risk for RFR crews as a delayed call to 9-1-1 may allow the emergency to escalate.

Hesitation to Engage with RFR Staff

Globally, uniformed personnel hold varied connotations. Some community members have come from societies where uniformed personnel are widely feared. Individuals who hold such perceptions would be highly uncomfortable to approach uniformed personnel. This can limit opportunities for RFR to establish meaningful community relations.

Through identifying the areas of concern RFR is able to strategically develop appropriate curriculum for public education to spread awareness and establish strong and trusting community relations through strategic outreach.

KEY FINDINGS

COMMUNITY STRENGTHS and OPPORTUNITIES

Richmond is a well-connected community where vast forums for enriching public engagement exist. This provides opportunities for RFR to leverage the pre-existing, strong social networks within the community to enhance outreach and public education in Richmond.

Strong Regard for Fire Service

Despite the limited understanding community members hold of the fire service, fire fighters are held in high regard and considered as public heroes. This elevated prestige awarded to fire fighters provides an opportunity to RFR to strategically engage and socialize community members to build interest and trust in the fire service.

Willingness to Share Information

There is a strong desire among community members in Richmond to partake in knowledge sharing. This provides a great opportunity for the department to leverage community networks as conduits for sharing public safety messaging with marginalized community groups who are inaccessible through formal public education programs.



Willingness to Host Events

Community service agencies and associations are proactively engaging with the community to ensure services are accessible and inclusive. Numerous community building and awareness raising events take place throughout the year in Richmond. These community events provide excellent opportunities for RFR to increase outreach and establish relations with diverse community groups.



Establishing strong community relations with strategic community partners will increase the ability of RFR to reach diverse and marginalized groups to ensure the community builds a clear and consistent understanding of public safety services and protocols.

VISION and PRIORITIES

Guiding Vision

The Community Outreach and Public Education Plan (COPEP) is guided by Richmond Fire-Rescue's mission to protect and enhance the City's livability through service excellence in prevention, education and emergency response.

Council Priority

The COPEP fulfills the priorities set forth by Council in the 2014-2018 Term Goals by maintaining an emphasis on community safety, ensuring services are accessible and reflective of Richmond's demographics, developing collaborative partnerships with relevant stakeholders and ensuring Richmond's community is well informed.

The Council Term Goals 2014-2018 supported through the COPEP are:

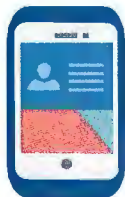
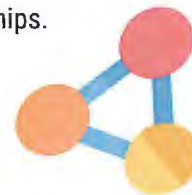
Term Goal # 1 A Safe Community



- 1.1** Policy and service models that reflect Richmond-specific needs.
- 1.2** Program and service enhancements that improve community safety services in the City.
- 1.3** Improved perception of Richmond as a safe community.
- 1.4** Effective interagency relationships and partnerships.

Term Goal # 5 Partnerships and Collaboration

- 5.2** Strengthened strategic partnerships that help advance City priorities.



Term Goal # 9 A Well Informed Citizenry

- 9.1** Understandable, timely, easily accessible public communication.
- 9.2** Effective engagement strategies and tools.

VISION and PRIORITIES

2041 Official Community Plan

By following the COPEP, RFR will focus on the key issues in planning for the future identified in the 2041 Official Community Plan (OCP) by addressing the concerns of a growing population, increased housing demand along with an aging population and changing demographics.

Given the diversity in Richmond, the OCP steers away from a “one size fits all approach.” Community engagement must employ a variety of strategies to recognize the unique characteristics, interests, and needs of the community, and provide welcoming and inviting opportunities for all to participate.

The Social Inclusion and Accessibility objectives set in the 2041 Official Community Plan are reflected in the intended actions of the COPEP. The COPEP is designed to fulfill the OCP directives of social equity and inclusion, engagement with Richmond citizens and leveraging social assets and community capacity.

The OCP recognizes and supports the objectives set forth by RFR to ensure Richmond continues to be a safe city. As Richmond continues to grow, RFR remains committed to service excellence in prevention, education and emergency response.

The objectives set forth by RFR in the OCP mandate that RFR is capable of:

- responding to 9-1-1 fire and rescue calls in urban and rural environments;
- prevention focused; public educators through community partnerships;
- being integrated with community safety providers;
- being agile; responsive to customer needs;
- operating at an optimum level in the event of a significant major emergency;
- and delivering services in a financially sustainable manner. [2]



The COPEP provides strategic directions to ensure RFR achieves its objectives to fulfill the goal of the OCP, to make Richmond a safe city through building community resilience and knowledge of emergency services and protocols.

[2] City of Richmond. 2041 Official Community Plan. (5-2).

VISION and PRIORITIES

Richmond Fire-Rescue remains committed to the City of Richmond's vision "to be the most appealing, livable, and well-managed community in Canada."

The Fire-Rescue Plan 2016-2018

RFR continues to ensure its services are reflective of community needs as an evidence based approach is taken to develop programs. The Fire-Rescue Plan 2016-2018 leads the transition towards a prevention focused service delivery model, which enhances prevention and education services. A prevention focused approach ensures RFR programs meet Richmond community needs, contribute to community safety and harm reduction.



The COPEP provides a plan of action for RFR to mobilize its resources to deliver on its mandate of balancing prevention, education and emergency response. The individual actions intend to increase the community's knowledge of harm reduction and boost RFR's profile in Richmond.

Social Development Strategy 2013-2022

Social planning initiatives undertaken by the City of Richmond are central to the development of the COPEP. Adoption of the COPEP will further ensure RFR continues to fulfill the City's vision.



The 2013 – 2022 Social Development Strategy guides the City's decisions on social matters and envisions "Richmond is an inclusive, engaged and caring community – one that considers the needs of its present and future generations, values and builds on its diversity, nurtures its social capital and treats its citizens with fairness and respect." [3]

The COPEP provides strategic directions for RFR to ensure service delivery is reflective of the city's diversity and enhances RFR's social capital in the city.

[3] City of Richmond. Social Development Strategy 2013-2022. (2).

VISION and PRIORITIES

International Association of Fire Fighters

The International Association of Fire Fighters encourages all IAFF affiliates to maintain strategic public relations strategies building strong relationships with the community apart from regular service delivery.

"As our communities become more diverse so does the fire service. Interpersonal skills are emerging as the most important skills a first responder can bring to the job. As public safety and public service organizations, our fire departments need to better understand, and communicate with and enlist the cooperation of the multi-cultural communities we serve. Equally important is a similar attitude brought to every shift and every fire house." [4]

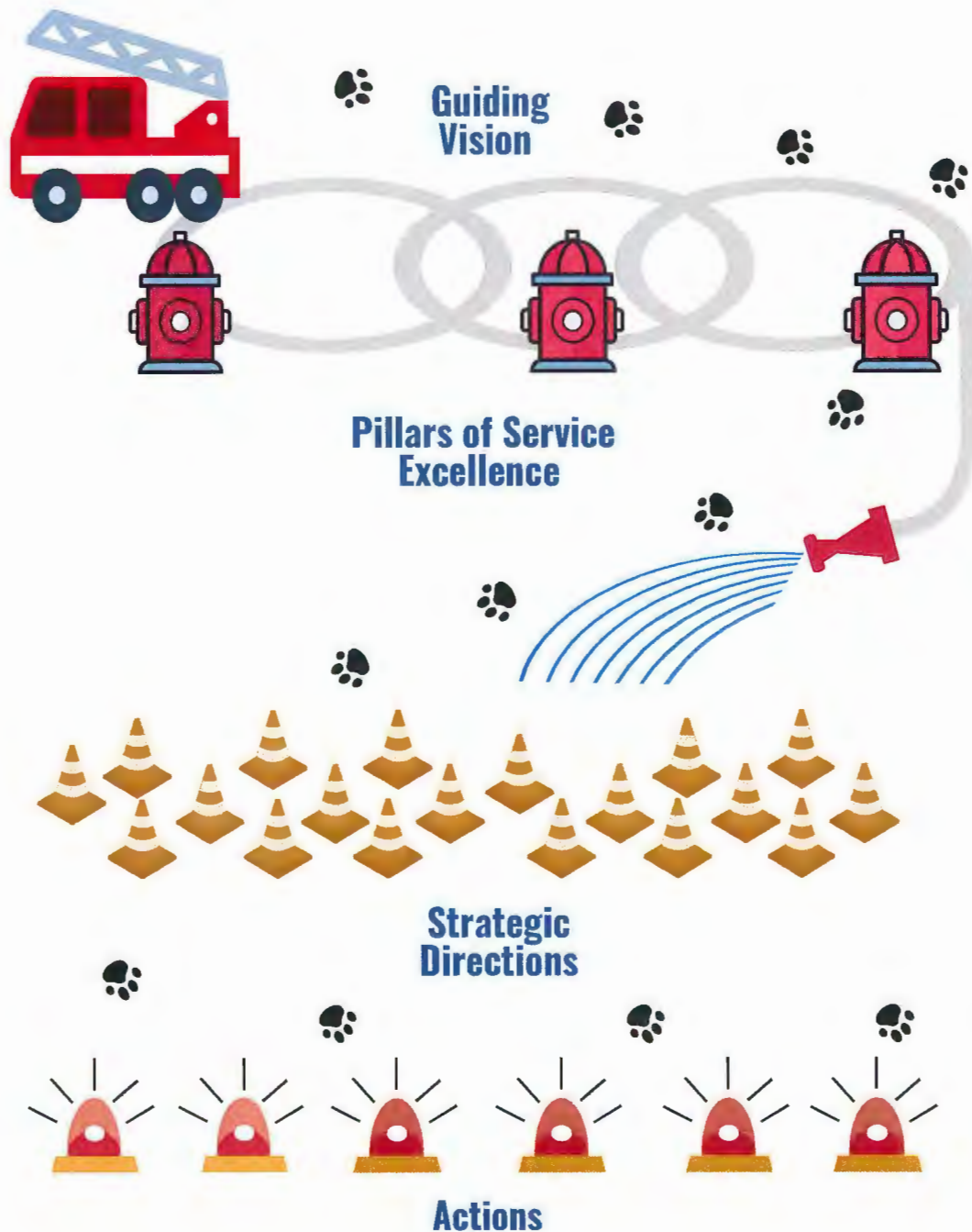


A strong commitment to establishing meaningful relationships with community groups increases the community's connection with the department and creates desire to serve the community through the fire service.

The COPEP provides strategic directions to administer a consistent public relations strategy to establish valuable relationships with the community in Richmond.

[4] IAFF. 2016. Human Relations Manual. (8).

FRAMEWORK



FRAMEWORK

The COPEP framework is led by RFR's vision to provide service excellence in prevention, education and emergency response.

Following the vision are three pillars of service excellence that are further divided into strategic directions and then action items.

The strategic directions are adopted from the 22 recommendations in the Outreach Research Project 2016 report. They serve as tools to establish strong community partnerships and increase the community's awareness of public safety protocols. The action items are specific tasks to fulfill the strategic directions and enhance each pillar of service excellence.

Pillars of Service Excellence: Public Education | Community Relations | Customer Service



Public Education provides the community with current and valid public safety information that can build community resilience by increasing public knowledge of how to respond in an emergency, to ensure the safety of community members and RFR staff. Through public education RFR also seeks to increase community understanding of appropriate service acquisition from RFR to ensure safety resources are effectively utilized.



Community Relations builds social capital for RFR to efficiently deliver its services by increasing interest in and support for the fire service. Given the diversity in Richmond, strong community relations with all community groups creates positive perceptions of the fire service based on lived experiences. A strong network of community partners can facilitate the smooth delivery of public education and quality customer service.



Customer Service drives the success of RFR operations and ensures services are delivered in a timely, efficient and effective manner. Through providing staff with the tools to reduce challenges in service delivery, RFR seeks to further build community trust. Positive experiences between staff and the community can greatly enhance RFR's image in the community.

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

PUBLIC EDUCATION

Strategic Direction	Actions	Goals
SD 1-1 Establish a public education strategy	Action 1-1-1 Develop public safety education curriculum for student audiences in three target groups: elementary, secondary and English Language Learners (ELL).	By 2023, 75% of students receiving the RFR public education program will demonstrate knowledge of curriculum objectives.
	Action 1-1-2 Develop a business plan to increase the resource capacity in RFR Public Education. Introduce the business plan in 2019 budget cycle.	By 2020, the public education division will have sufficient resources to implement the actions outlined in the Public Education pillar.
	Action 1-1-3 Continue to provide strategic public safety information to public interest and seniors groups.	By 2023, given sufficient resources, RFR will increase delivery of public education curriculum by 100%.
	Action 1-1-4 Form strategic partnerships with Richmond School District and English Language Learning Centres in Richmond to ensure program delivery to target audiences.	By 2023, all RFR public education material will be available in the main languages spoken in Richmond.
	Action 1-1-5 Develop translated informational material to support class curriculum.	

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

PUBLIC EDUCATION

Strategic Direction	Actions	Goals
<p>SD 1-2 Increase RFR's presence by enhancing its public profile through consistent safety messaging and public relations (PR) materials</p>	<p>Action 1-2-1 Strategically design, allocate and leverage RFR resources to increase opportunities for community learning.</p> <p>Action 1-2-2 Design RFR PR material to ensure key messaging is integrated and durable e.g. static wall stickers.</p> <p>Action 1-2-3 Distribute promotional material through educational programs and events to deliver key messaging to target audiences.</p>	<p>By 2019, all RFR promotional and educational material will maintain its value and reflect key messaging.</p> <p>By 2020, RFR PR content on all RFR affiliated digital and print resources, fleet, and promotional material will be consistent.</p>
<p>SD 1-3 Reduce barriers to calling 911</p>	<p>Action 1-3-1 Develop and distribute an awareness campaign, partnering with relevant stakeholders, to share information on when and how to call 911. This action will support Action 1-1-1. *911 information would also be incorporated into all curriculum taught through the public education program.</p>	<p>By 2023, all participants in RFR public education programs will demonstrate an understanding of 9-1-1 services and how to access them.</p>
<p>SD 1-4 Establish a strong RFR online presence</p>	<p>Action 1-4-1 Provide the community with an accessible and interactive web platform to access current and accurate public safety information which is aligned with the City of Richmond's Digital Strategy.</p> <p>Action 1-4-2 Develop digital content for RFR's social media to provide the community with an accessible, current and interactive channel to engage with RFR.</p>	<p>By 2023, RFR has a functioning web platform which complements the curriculum delivered in class.</p>

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

PUBLIC EDUCATION

Strategic Direction	Actions	Goals
SD 1-5 Conduct relevant fire safety awareness campaigns	Action 1-5-1 Review RFR's response data quarterly to identify emerging risk profiles and develop public safety messaging focused on emerging risk.	By 2023, RFR will deliver two campaigns annually, to reduce impacts of identified risks.
	Action 1-5-2 Identify and liaise with relevant stakeholders to launch campaigns to ensure optimal outreach impact.	By 2023, identified risk profiles will be reduced by 40%.
SD 1-6 Increase awareness of emergency and non-emergency services	Action 1-6-1 Liaise with appropriate student groups to design informational content for the public to increase the community's knowledge of the services provided by RFR.	By 2023, all participants in RFR public education programs will demonstrate a strong understanding of RFR services and how to access them.
	Action 1-6-2 Incorporate information on RFR services in public education curriculum to support Action 1-1-1.	
SD 1-7 Develop a fire safety awareness program for commercial businesses	Action 1-7-1 Review relevant data to identify fire risks in commercial businesses.	By 2021, the fire safety public education curriculum for businesses will be developed.
	Action 1-7-2 Deliver information sessions to businesses through liaising with licensing, insurance and/or business associations to encourage participation.	By mid 2021, two information sessions will be held for businesses annually.
	Action 1-7-3 Develop informal illustrative self-inspection booklets and a reward program to encourage businesses to carry out fire risk assessments for their business facility.	By 2023, 60% of information sessions participants will carry out fire risk assessments

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

PUBLIC EDUCATION

Strategic Direction	Actions	Goals
SD 1-8 Extend use of Public Education Trailer	Action 1-8-1 Form a planning committee to evaluate the future use of the trailer.	By 2018, RFR will have developed a plan for optimum use of the trailer.
	Action 1-8-2 Ensure trailer undergoes appropriate renovations to optimize its usage and learning opportunity for target audiences.	By 2019, the trailer plan will be implemented.

COMMUNITY RELATIONS

Strategic Direction	Actions	Goals
SD 2-1 Build the resource capacity in RFR Community Relations to ensure successful implementation of COPEP initiatives	Action 2-1-1 Develop a business case for 2019 budget cycle to increase community relations capacity; such as for additional staff i.e. Program Coordinator, educational material and translation services. This action enhances Action 1-1-2.	By 2018, a business case will be developed for consideration in the 2019 budget cycle.
	Action 2-2-1 Leverage strong community planning networks to highlight RFR's objective to enhance community partnerships.	By 2023, RFR will establish strong working relationships with key community partners.
SD 2-2 Develop strategic partnerships with community groups to ensure successful implementation of COPEP initiatives	Action 2-2-2 Engage community partners by participating at their events, accessing their networks to disseminate public safety messaging and providing them with informational material to share.	

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

COMMUNITY RELATIONS

Strategic Direction	Actions	Goals
SD 2-3 Create a Fire Chief's community advisory committee	Action 2-3-1 Outline purpose and develop Terms of References for the committee.	By 2023, the advisory committee will have met for two annual meetings to share key information.
	Action 2-3-2 Identify and invite strategic community leaders to join the committee to ensure the committee maintains expert and diverse community knowledge.	
SD 2-4 Develop programs for youth to engage with the department to raise public safety awareness	Action 2-4-1 Engage youth groups through relevant stakeholders to support RFR public safety campaigns i.e. develop posters, infomercials, video messaging.	By 2022, Richmond youth will be engaged in annual RFR awareness campaigns.
	Action 2-4-2 Develop a community garden program for youth at RFR facilities.	By 2023, Richmond Fire-Rescue will have established two annual youth programs.
	Action 2-4-3 Develop a fire cadet program for youth to gain insight into and engage with the fire service.	
SD 2-5 Increase community visits to firehalls	Action 2-5-1 Identify available spaces at firehalls that can be utilized to serve community needs.	By 2023, two firehalls will provide space to strengthen community connections.
	Action 2-5-2 Create a process for community groups to request access to RFR spaces.	

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

COMMUNITY RELATIONS

Strategic Direction	Actions	Goals
SD 2-6 Increase RFR's participation in more diverse community events	Action 2-6-1 Identify local events, held by diverse groups, where RFR's presence would add value and enhance community relations for the department.	By 2020, the event calendar will be distributed to fire staff on a weekly basis.
	Action 2-6-2 Design public safety messaging to spread during most prevalent public holidays and festivals celebrated in Richmond. This action enhances Action 1-5-2.	By 2020, each firehall will attend one diverse community-run event in their district per year.
	Action 2-6-3 Develop a community-run events calendar for suppression staff to use to schedule crew attendance during shifts.	

CUSTOMER SERVICE

Strategic Direction	Actions	Goals
SD 3-1 Develop appropriate communication tools to assist RFR staff	Action 3-1-1 Identify a standardized mobile application for translation use on calls.	
	Action 3-1-2 Develop visual aids to assist staff when on calls and inspections where language barriers may be encountered.	By 2020, three communication support resources will be available for staff use.
	Action 3-1-3 Create informational pamphlets for the public, that will be distributed by RFR staff, in order to increase community knowledge of RFR service delivery.	

COMMUNITY OUTREACH & PUBLIC EDUCATION PLAN

CUSTOMER SERVICE

Strategic Direction	Actions	Goals
SD 3-2 Develop procedures for informal interactions between RFR staff and public	Action 3-2-1 Develop a standard operating procedure (SOP) that identifies expectations for the conduct of RFR staff during informal public interactions.	By 2018, a SOP will be developed and communicated to staff.
SD 3-3 Provide opportunities for RFR staff to gain innovative cultural competency training	Action 3-3-1 Identify appropriate cultural competency training programs to incorporate in ongoing staff training. Action 3-3-2 Leverage opportunities available in Richmond, such as the Sister City Program, the City's Inclusion Coordinator and the Intercultural Advisory Committee for intercultural learning.	By 2023, all staff will undergo one cultural competency program annually.
SD 3-4 Provide training for RFR staff who may come into contact with clients with developmental and/or mental health issues	Action 3-4-1 Establish a relationship with relevant stakeholders for staff training purposes.	By 2020, RFR will establish a working relationship with key wellness agencies in Richmond.
SD 3-5 Develop visually engaging online annual RFR activity reports	Action 3-5-1 Collect publicly informative data on RFR operations and service. Action 3-5-2 Format RFR data into visual, accessible and interactive formats for public review.	By 2023, RFR annual activity reports will be informative, engaging and user-friendly.

CONCLUDING COMMENTS



The Community Outreach and Public Education Plan (COPEP) is a reflection of RFR's commitment to use an evidence-based approach to develop programs and services that are specific to the needs of Richmond community members.

The COPEP is led by RFR's mission to provide service excellence in prevention, education and emergency response. The dynamic growth to take place in Richmond in the coming years will further enhance the vibrancy of the city and create opportunities for greater community learning. However these changes also pose challenges for service delivery in regards to emergency response. The strategic directions in the COPEP provide the necessary strategies to leverage the potential for community collaboration in Richmond to increase RFR's outreach and public education.

IMPLEMENTATION - WORK PLANS

To ensure the implementation of the COPEP, RFR will create annual work plans at the beginning of each year. These work plans will identify the strategic directions being undertaken for the year and provide a timeline for the actions required to ensure the identified goals are met. RFR will provide regular updates to Council throughout the COPEP's implementation.

Richmond is a well managed city with effective plans and strategies in place that emphasize a collective effort to ensure community safety. To remain at pace with community growth, RFR will use the COPEP to ensure the continuance of a safe and well-informed city. The COPEP further enhances community safety by leading the development of inclusive and accessible emergency and non-emergency services and public safety information for all community members.



City of Richmond

Report to Committee

To: Community Safety Committee
From: Tim Wilkinson
Acting Fire Chief, Richmond Fire-Rescue

Date: December 21, 2017
File: 09-5000-01/2017-Vol
01

Re: Richmond Fire-Rescue Monthly Activity Report – November 2017

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – November 2017”, dated December 21, 2017 from the Acting Fire Chief, Richmond Fire-Rescue, be received for information.

Tim Wilkinson
Acting Fire Chief
(604-303-2701)

Att. 2

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

Staff Report

Origin

This report provides Council with an update on Richmond Fire-Rescue (RFR) activities. RFR is reporting on its activities in support of its mission:

To protect and enhance the City's livability through service excellence in prevention, education and emergency response.

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

Community Involvement

RFR advances public awareness, education and community bridge building by participating in training events and community activities. Fire safety presentations provided during November 2017 included the Vancouver Coastal Health – Seniors Housing Fire Safety Talk and the Richmond RCMP Outreach Student Presentation. Community events included: Take Your Kids to Work Day, Pumpkin Drop at Fire Hall No. 2 and the Richmond Cares, Richmond Gives Charitable Christmas Fund Drive-Thru.

Staff engaged with over 740 children and adults in the community during November, providing fire safety and harm reduction information.

Emergency Response

RFR's goal is to respond to events in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In November 2017 there were a total 891 incidents, representing a 4.6 per cent increase in calls from November 2016 (Attachment 1). The average time on scene for RFR crews was 26.40 minutes, a decrease of 5 per cent from 2016. This is due to the nature and severity of each call and the duration on scene.

In November 2017 there were 16 actual reportable fires, 29 apparatus were used and 97 fire personnel attended.

Fire damage and property losses during November 2017 are estimated at \$54,780. This total includes \$54,500 for building/asset loss and \$30 for content loss. The total building/asset and content value at risk was estimated to be \$10,627,130 and the total value preserved from damage was \$10,572,350. These numbers translate to 99.9 per cent of value protected (Table 1), this figure is the same as the 99.9 per cent protected value observed in 2016.

Table 1: Fire Calls By Type and Loss Estimates – November 2017						
Incident Type Breakdown	Call Volume	Estimated Building / Asset Value (\$)	Estimated Building / Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential:						
Single family	1	1,880,000	-	188,000	30	2,067,970
Multi family	2	445,000	-	44,500	-	489,500
Commercial / Industrial	1	7,033,000	250	703,300	-	7,736,050
Outdoor	9	245,300	-	22,530	-	267,830
Vehicle / Vessel	3	65,500	54,500	-	-	11,000
Totals*	16	9,668,800	54,750	958,330	30	10,572,350

*The dollar losses shown in this table are preliminary estimates. They are derived from RFR's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available).

Fire crews minimized loss and limited fires to the place of origin in these notable November 2017 incidents:

- Outdoor fire on Westminster Highway. RFR crews responded to the scene of a commercial lawnmower on fire. The fire included a ruptured gas tank and escaping fuel which had spread to the boulevard and a nearby Oak tree. Crews responded and extinguished the fire. A Fire Investigator attended.
- Fire at a commercial property on Leslie Road. Arriving crews saw a large plume of smoke coming out of a parking area below a commercial building. Crews quickly extinguished the pile of furniture on fire. A fire investigator and RCMP attended the scene.
- Motor vehicle incident involving a pedestrian on Bridgeport Road. Crews responded to a female who had been hit by an SUV and was being given CPR by a bystander on scene. Crews attended to the patient, who had suffered severe injuries. The patient was provided medical care and transported to Vancouver General Hospital for further treatment. One firefighter travelled with the patient and BC Ambulance Services to the hospital. A Critical Incident Stress Debriefing (CISD) was provided by RFR Staff to all crew members who attended the incident.
- Hazardous materials leak at Clark Place. Crews responded to a report of a possible ammonia leak reported by a garbage truck driver. Crews located the liquid ammonia coming from a warehouse unit. The area was cordoned off and two crews carried out further investigations in fully enclosed HazMat suits. Once the investigation was complete, crews proceeded with overhaul and clean-up at the scene. The member of the public who reported the incident was taken to hospital for observation. There were no RFR staff injuries. RFR transferred command of the incident site to Environment BC. RCMP also attended and the Canadian Transport Emergency Centre (CANUTEC) was notified of the incident.

- Technical rescue of a driver located on River Road. Crews attended to a report of a driver trapped in their car with live power lines on top of the vehicle. Arriving crews were able to contact the driver to instruct them to remain in their vehicle until the power lines were de-energized. RCMP attended to conduct traffic control. Once BC Hydro had confirmed the power was off the patient was removed safely from their vehicle.

Financial Impact

None.

Conclusion

During November 2017, calls for service increased by 4.6 per cent from November 2016. RFR will continue to monitor these activities to identify trends and ensure potential solutions.



Tim Wilkinson
Acting Fire Chief
(604-303-2701)

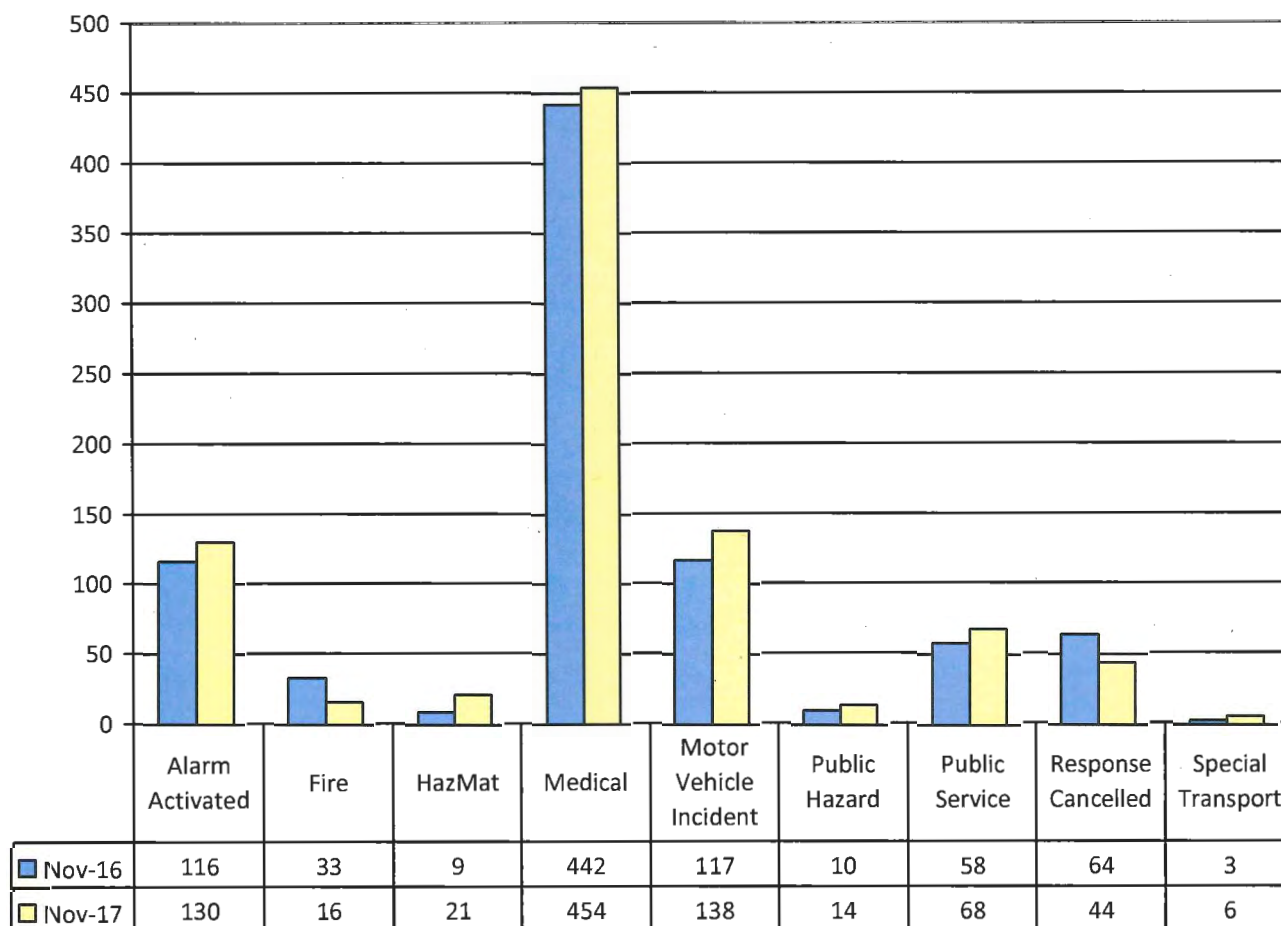
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- Att. 1: Suppression Activity
2: Location of November's Fire, Medical and MVIs

Calls for Service Volumes

The following chart provides a month to month comparison regarding incidents occurring in November 2016 and 2017. In November 2017, there were a total of 891 incidents, compared to 852. This represents an increase of 4.6 per cent.

Table 2: November 2016 & 2017 Calls for Service Volumes



Call Type Legend:

HazMat: includes fuel or vapour; spills, leaks, or containment

Medical includes: cardiac arrest, emergency response, home or industrial accidents

Public Hazard includes: aircraft emergency, bomb removal standby, object removal, or power lines down

Public Service includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

First Responder Totals

Medical first responder incidents comprised 48.8 per cent of the total emergency responses for RFR during the month of November 2017. A detailed breakdown of the medical incidents for November 2016 and 2017 is set out in the following table by sub-type. There were a total of 454 medical incidents in November 2017 compared to 442 in November 2016, a decrease of 1.6 per cent.

Table 3a: November 2016 & 2017 Medical Calls by Type

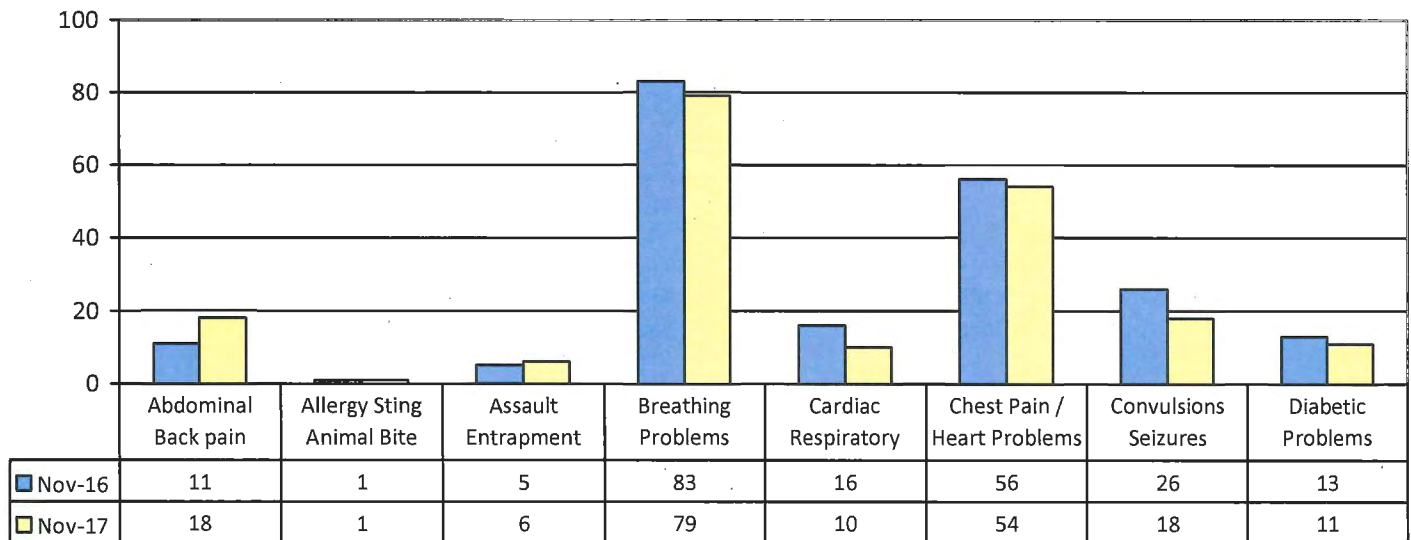
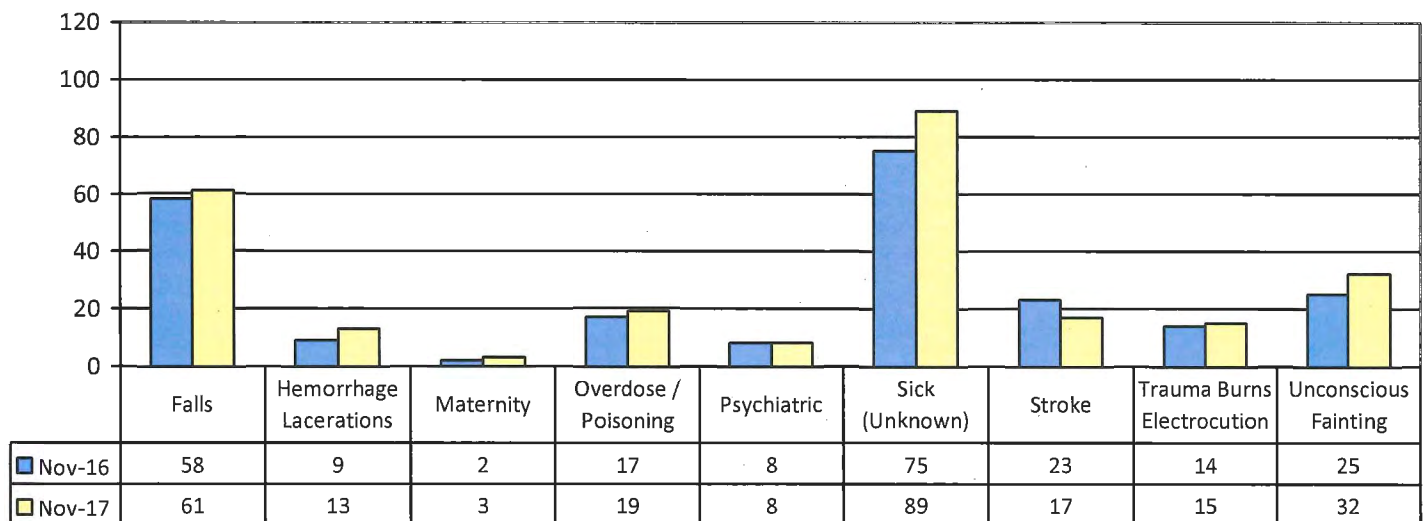


Table 3b: November 2016 & 2017 Medical Calls by Type



Fire Investigations

The fire investigation statistics for November 2017 are listed below:

Table 4: Total Fire Investigation Statistics – November			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	1	-
Residential - Multi-family	-	2	-
Commercial/Industrial	-	1	-
Outdoor	2	4	3
Vehicle	-	3	-
Totals	2	11	3

RFR investigators report all suspicious fires to the RCMP, while working alongside RCMP staff to address potential risks to the community.

Hazardous Materials

Table 5: HazMat Calls By Type – November	
	Details
Corrosive	2
Natural Gas / Propane Leaks (small)	14
Unclassified	4
Flammable / Combustible Liquids	1
Totals	21

Figure 1: Location of reportable fires attended in November (total 16)

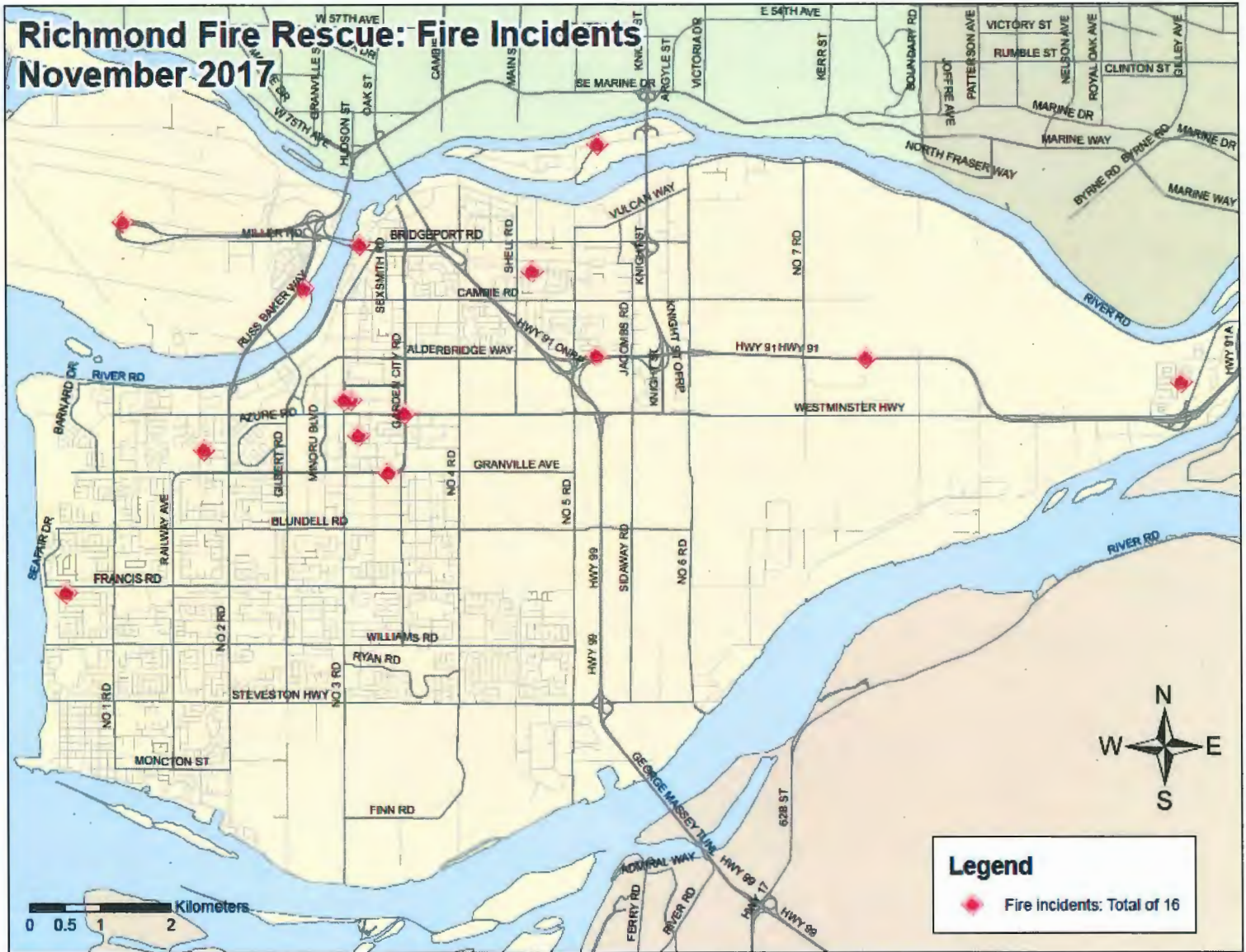


Figure 2: Location of medical calls in November (total 435)

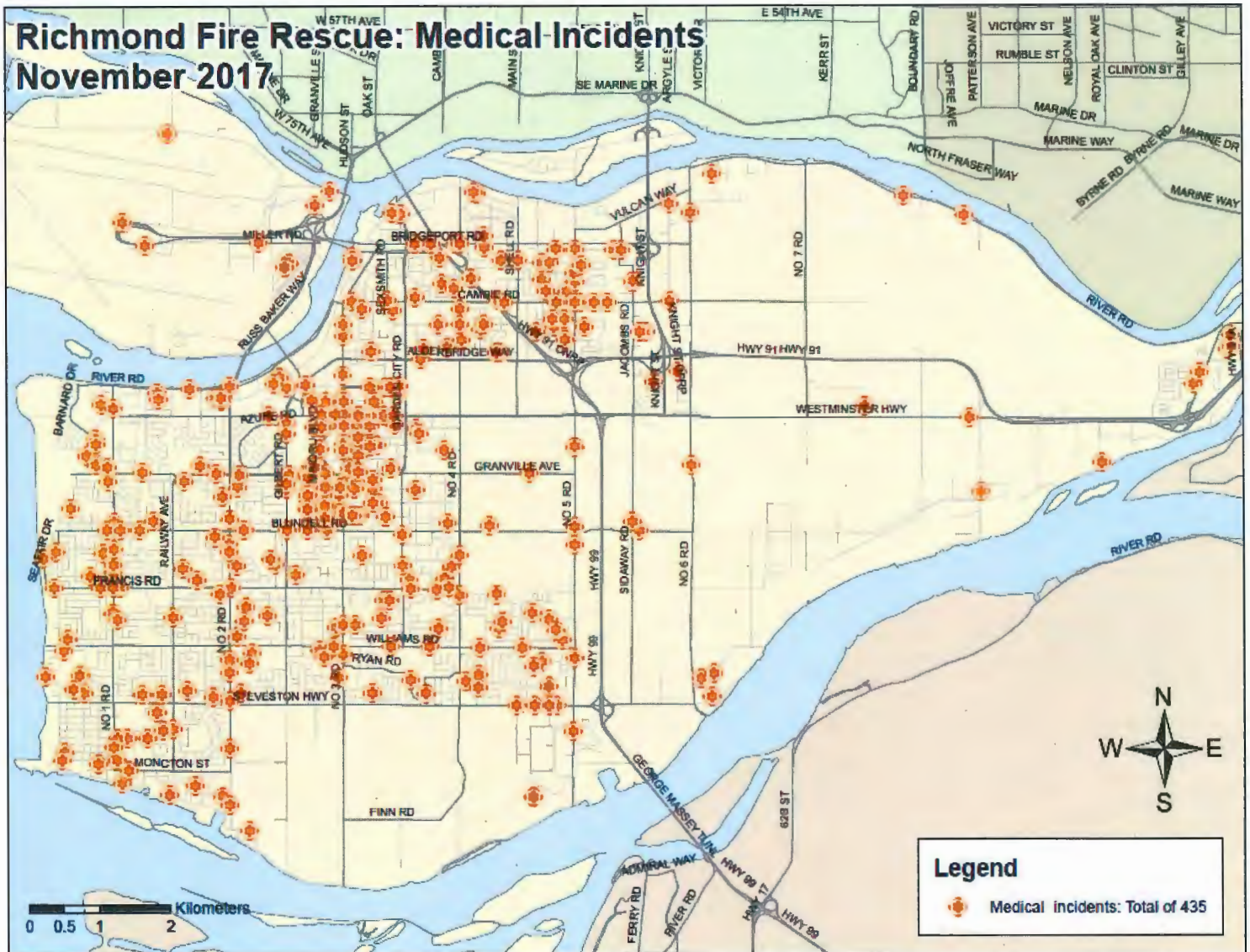
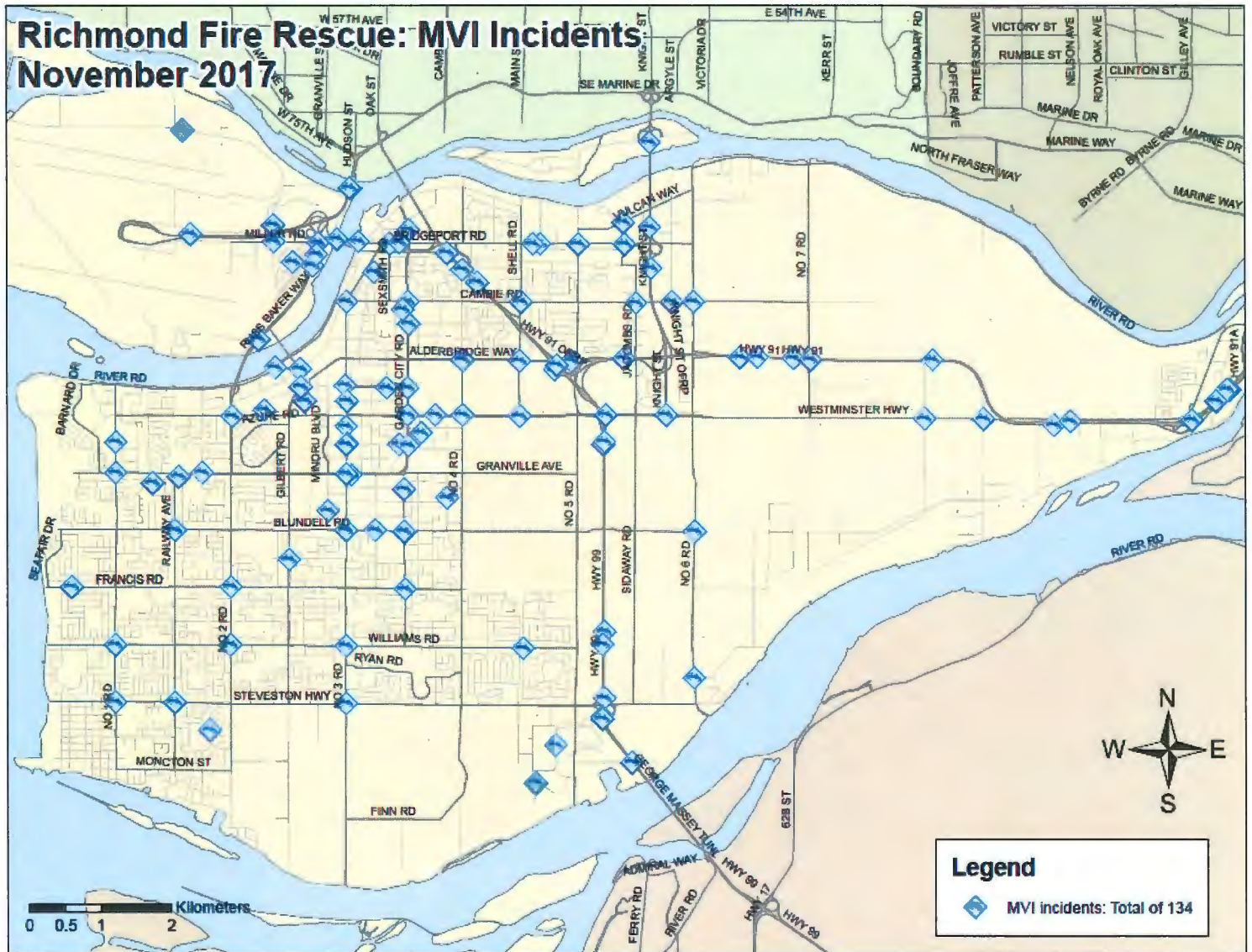


Figure 3: Location of MVI calls in November (total 134)





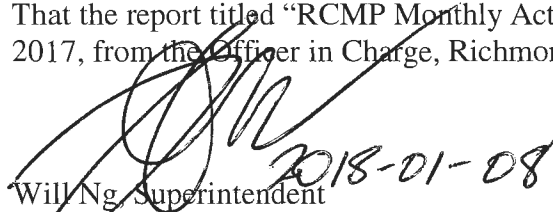
City of Richmond

Report to Committee



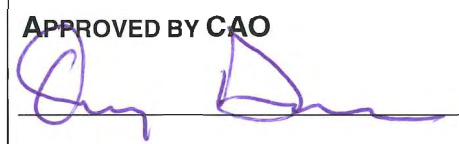
To: Community Safety Committee
From: Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment
Date: December 13, 2017
File: 09-5000-01/2017-Vol
01
Re: RCMP Monthly Activity Report - November 2017

Staff Recommendation

That the report titled "RCMP Monthly Activity Report – November 2017," dated December 13, 2017, from the Officer in Charge, Richmond RCMP Detachment, be received for information.


2018-01-08
Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment
(604-278-1212)

Att. 4

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

Staff Report

Origin

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

1. Activities and Noteworthy files
2. Analysis of Crime Statistics
3. Auxiliary Constables
4. Block Watch
5. Community Police Station and Programs
6. Crime Prevention Unit
7. Road Safety Unit
8. Victim Services

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

Activities and Noteworthy Files

Pedestrian Fatality

On November 12, 2017, Richmond RCMP responded to a serious collision between a pedestrian and a vehicle at the 11000 block of Bridgeport Road. A 54 year old woman from Richmond was struck while crossing the road where there was no designated crossing area. The driver of the vehicle stayed on the scene and attempted to provide assistance to the injured woman. The pedestrian was transported to hospital but later succumbed to her injuries. In a media release, the Richmond RCMP reminded all users of roadways to use extreme caution as inclement weather and darkness add to the already challenging environment.

Suspicious School Incident

On November 15, 2017, Richmond RCMP responded to a field near Whiteside Elementary after reports that a 10 year old student was grabbed on her arm by a male in his 40s or 50s. The student was grabbed while she was running a lap near the field, which is directly south of the school. The male was allegedly taking photographs of the area with his cell phone prior to the incident. While the student advised that she did not feel threatened, the unusual incident has prompted a police investigation.

Richmond RCMP Toy Drive 2017

On November 18, 2017, the Richmond RCMP held their third annual Toy Drive in support of the Richmond Christmas Fund. The event featured a free pancake breakfast to members of the community who donated to the cause. To promote the event, the Detachment produced a “Cop Car Karaoke” video, which was uploaded to YouTube and Facebook. The video featured Superintendent Will Ng, Richmond-Steveston MLA John Yap, Richmond-Queensborough MLA Jas Johal and Richmond Chinese Community Society’s Executive Director Henry Beh, as well as to two Detachment police officers. The Toy Drive was a huge success, collecting enough toys to fill a five ton truck and raising over \$11,000 for the Richmond Christmas Fund.

Volunteer Appreciation

On November 30, 2017, the Annual Volunteer Appreciation Dinner was held at the Executive Airport Plaza Hotel in Richmond. This event recognized the 228 Richmond Detachment volunteers from the Auxiliary Constable program, Victim Services and the three community police stations: City Centre, South Arm and Steveston. These volunteers contributed 19,250 hours from September 2016 to September 2017.

Analysis of Crime Statistics*Arson*

In November 2017, there were no incidents of arson, which is down two from October 2017. This number is five fewer than were recorded in November 2016. Year to date, arson is below the five year statistical average range.

Assault Serious (Assault with a Weapon)

There were 13 assault serious events, which is an eight per cent decrease from October 2017 and represents no change from November 2016. Year to date, assault serious is above the five year statistical average range.

Auto Theft

There were 26 auto theft incidents, which is 24 per cent increase from October 2017 and a four per cent decrease from November 2016. Auto theft is within the five year statistical average range.

Drugs

There were 62 drug incidents¹, which is a 29 per cent increase from October 2017 and a 35 per cent increase from November 2016. Drug incidents for the month of November are within the five year statistical average range.

¹ Drug incidents are on pace to meet the five per cent increase benchmark as noted in the Annual Performance Plan.

Mental Health

There were 112 mental health incidents, which is a 10 per cent decrease from October 2017 and a 17 per cent decrease from November 2016. Mental health incidents are within the five year statistical average range.²

Residential Break and Enter

There were 69 break and enters, which is a 28 per cent increase from October 2017 and a 10 per cent increase from November 2016. Over the past couple of months, the numbers have been trending back to normal totals. Although there was a small spike in the number of residential break and enters at the end of November, the numbers are within the five year statistical average, which can be attributed to a number of key arrests and crime reduction strategies.

Robbery

There were five robbery incidents, which is a 40 per cent decrease from October 2017 and 20 per cent decrease from November 2016. Robbery incidents are below the five year statistical average range. Year to date, the number of robbery incidents has decreased by 51 per cent.

Sexual Assault

There were 19 sexual offences in November, which represents a 36 per cent increase from October 2017 and a 138 per cent increase from November 2016. This number is almost four times the average monthly total. Sex offence files are 23 per cent higher year to date when compared to 2016 data. Sexual assault incidents are above the five year statistical average range. These trends will continue to be monitored and analyzed. One possible explanation for the increase is that more events are being reported to police due to the current social/cultural climate. Four sex offence files occurred between April and September but were not reported until this month. One suspect has been identified in a series of sex assaults/groping incidents which happened in late November. Investigators at Richmond Detachment are collaborating with other jurisdictions to make an arrest.

Shoplifting

There were 58 shoplifting thefts, which is a 10 per cent decrease from October 2017 and a 12 per cent decrease from November 2016. Shoplifting is within the five year statistical average range. Year to date, the number of shoplifting files has decreased by 20 per cent.

² Detachment training sessions and audits have been designed to help members better recognize when to flag files as mental health related. As a result, better training has led to a more accurate representation of calls for service and has increased the number of mental health flagged files.

Theft from Auto

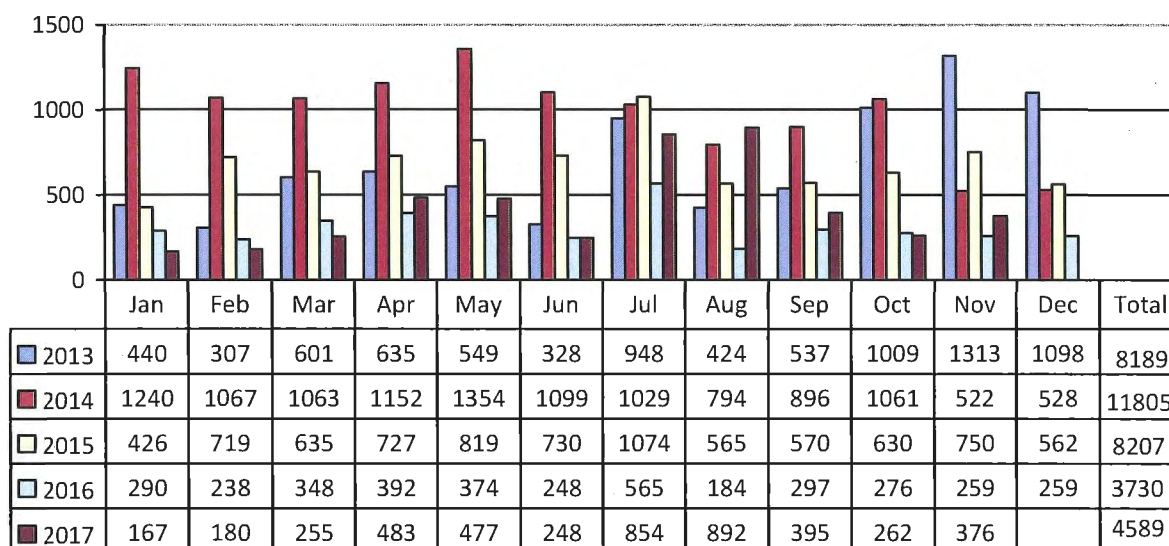
There were 193 thefts from auto incidents, which is a 31 per cent decrease from October 2017 and a 21 per cent increase from November 2016. One major contributor to the significant reduction in theft from auto was the reduction in thefts perpetrated by a prolific offender who was under house arrest in the month of November. This individual is still being monitored by Richmond Detachment's Prolific Offender Suppression Team. Theft from auto is within the five year statistical average range.

Auxiliary Constables

In November 2017, the Richmond RCMP Detachment had a total complement of 36 Auxiliary Constables, who provided 376 volunteer hours. There was a 44 per cent increase in hours from October 2017 and a 45 per cent increase from November 2016. Year to date, 4,586 volunteer hours have been completed, which is 23 per cent more than compared to this time last year. In the next month one or two Auxiliary Constables are expected to depart for RCMP Depot.

Figure 1 compares the monthly hours of service provided by month from 2013 to 2017.

Figure 1: Auxiliary Constable Volunteer Hours



Auxiliary Constable Activities

Auxiliary Constables attend events in the community to promote a positive police presence, support regular RCMP members and provide traffic and crowd control. During the month of November Auxiliary Constables participated in:

- Crime Watch
- Remembrance Day

- Mental Health Initiative
- Pedestrian Safety Campaign
- Richmond Detachment Toy Drive

Block Watch

At the end of November 2017, the Block Watch program had 447 groups totaling 10,197 participants, which is an increase of 42 participants and one additional group. Currently, the program includes 585 captains.

Community Police Station Programs

Community police stations continue to enhance the Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. City staff and volunteers pursued safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility. These initiatives help to reduce anxiety and fear related to crime. The program activities vary from month to month reflective of weather conditions, seasonal initiatives, events and the availability of the volunteers.

During the month of November volunteer highlights included:

- The deployment of 27 foot/van patrols totalling 209 hours and three bike patrols totalling 26 hours;
- 30 Fail to Stop deployments, which resulted in 904 warning letters;
- Effort towards Speed Watch on 1,368 vehicles at various locations;
- Lock Out Auto Crime notices were issued on 2,881 vehicles at various locations;
- November 15, 2017, four volunteers participated in community engagement, playing volleyball at the City Centre Volleyball Classic;
- November 16, 2017, a Pedestrian Safety Blitz was deployed from City Centre Community Police Station and involved 11 volunteers, three RCMP members from the Road Safety Unit, two RCMP members from the Crime Prevention Unit and two Auxiliary Constables – 1,650 reflectors/armbands were distributed;
- November 18, 2017, the third Annual Toy Drive was held at Ironwood Mall. Community Police Station volunteers participated in this event by dressing up as Safety Bear, collecting toys and assisting with set up and take down;
- November 30, 2017, the annual Volunteer Dinner was held at the Executive Airport Plaza Hotel. Approximately 135 staff, members and volunteers were in attendance.

Distracted Drivers

Figure 2 provides a comparison by year of the number of letters sent to registered owners.

Figure 2: Distracted Driver Letters Sent

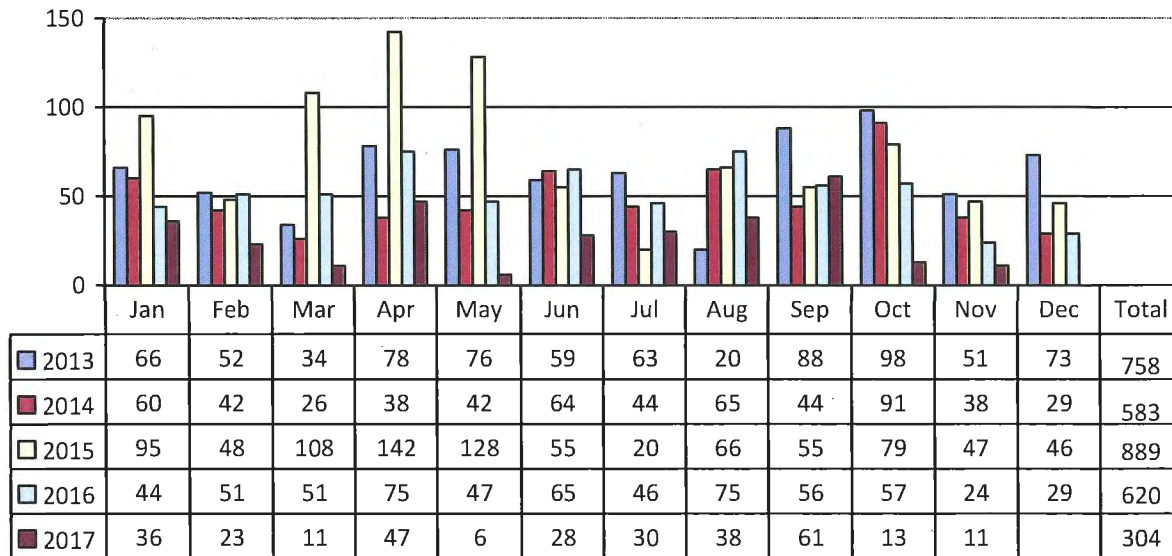
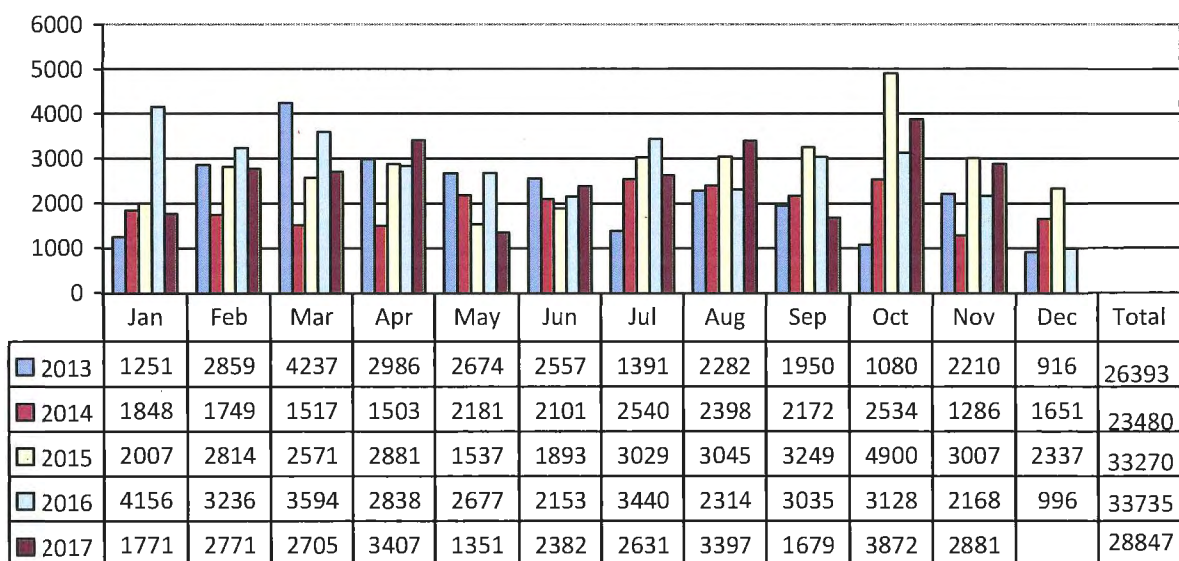
*Lock-Out Auto Crime*

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

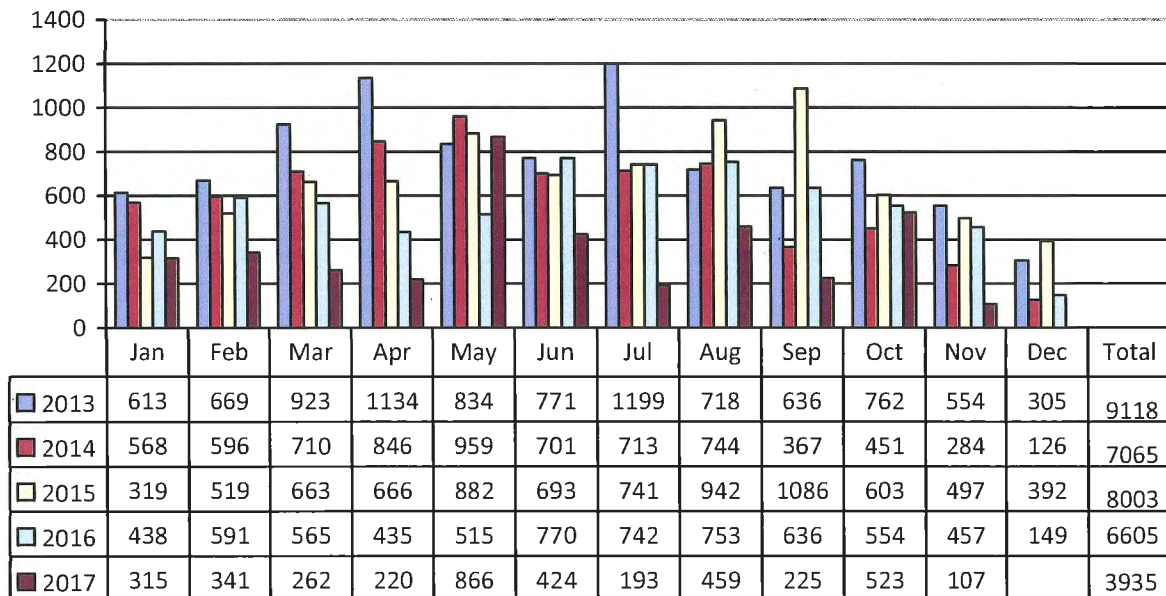
Figure 3: Lock Out Auto Crime Vehicles Issued a Notice



Speed Watch

Figure 4 provides a comparison by year of the number of letters sent to registered owners.

Figure 4: Speed Watch Letters Sent

**Crime Prevention Unit**

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

- Richmond Detachment Toy Drive
- Senior Safety Talk
- Crime Prevention Through Environmental Design
- School Sports Events
- Pedestrian Safety Deployments
- Volunteer Outreach Deployments
- Volunteer Appreciation Dinner

Road Safety Unit

The Road Safety Unit makes Richmond's roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. The statistics below compare November 2017 data to both September 2017 and October 2017. The Moving Violations category refers to violations such as unsafe lane change and unsafe passing. The Vehicle category refers to motor vehicle regulation defects such as no insurance

and no lights. The Other category refers to other motor vehicle infractions such as miscellaneous charges including fail to remain at the scene of accident and failing to stop for police.

Violation Tickets were issued for the following infractions:

Infraction	September 2017	October 2017	November 2017
Distracted Driving	188	62	63
Driver License	191	158	191
Impaired	38	42	30
Intersection offences	63	57	84
Moving Violations	136	116	151
Speeding	188	96	132
Seatbelts	18	7	7
Vehicle Related	47	60	64
Other	59	38	9
Total	928	636	731

Notice and Orders issued for the following infractions:

Infraction	September 2017	October 2017	November 2017
Distracted Driving	27	18	15
Driver License	21	34	21
Intersection	28	35	26
Moving Violations	39	37	30
Speeding	62	45	46
Seatbelts	6	4	0
Vehicle Related	63	74	73
Other	0	2	4
Total	246	249	215

Parking Tickets:

Name	Act	Example	Sep 2017	Oct 2017	Nov 2017
Parking	Municipal Bylaw	Municipal parking offences	42	23	20

Victim Services

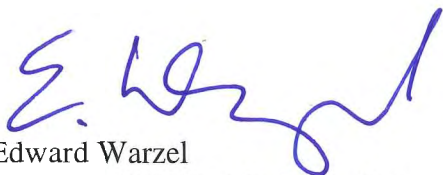
In November 2017 Richmond RCMP Victim Services attended to 72 new clients and attended 10 crime/trauma scenes. The unit currently maintains an active caseload of 156 ongoing files.

Financial Impact

None.

Conclusion

The Officer in Charge, Richmond Detachment continues to ensure Richmond remains a safe and desirable community.



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

EW: mf

- Att. 1: Community Policing Programs Definition
2: Crime Statistics
3: Crime Maps
4: November 2017 sample of police occurrences in Richmond

Auxiliary Constables

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

Block Watch

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

Difference Maker Project

- The Difference Maker Project is an off-shoot of the School Sports Programs. Elementary school students are mentored by teachers, police officers and community ambassadors. This activity aims to encourage social and civic responsibility amongst elementary and secondary school aged youth through community projects.

Distracted Driving Program

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

Fail to Stop

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

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.
- For more information, visit
- www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

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

Speed Watch

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

Stolen Auto Recovery

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

Volunteer Bike and Foot Patrol Program

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

NOVEMBER 2017 STATISTICS

RICHMOND RCMP

This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents and MHA-related calls for service are included. Individual UCR codes are indicated below the specific crime type. For 2017, some inclusion criteria have been modified to improve accuracy and accommodate RCMP scoring regulations. For more information, contact Richmond Crime Analysts.

The Average Range data is based on activity in a single month over the past 5 years. If the current monthly total for an offence is above the expected average range (using a standard deviation), it will be noted in **red**, while below expected numbers will be noted in **blue**.

Year-to-Date percentage increases of more than 10% are marked in **red**, while decreases of more than 10% are **blue**.

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Nov-17	November		2016	2017	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	116	106.2	96-116	1269	1277	1%	8
Robbery UCR 1810 (1-3)	5	8.8	6-12	83	55	-34%	-28
Assault Common UCR 1430	36	37.8	34-41	423	439	4%	16
Assault Serious UCR 1410, 1420	13	10.6	7-14	121	149	23%	28
Sexual Offences UCR 1843, 1830, 1850, 1810	19	5.2	2-8	78	92	18%	14
PROPERTY CRIME (UCR 2000-Series Offences)	597	698.8	625-772	7456	7078	-5%	-378
Business B&E UCR 2120-1	20	41.0	24-58	339	350	3%	11
Residential B&E UCR 2120-2	69	64.0	40-88	540	583	8%	43
Auto Theft UCR 2135 (1-10), 2178	26	32.4	26-39	312	301	-4%	-11
Theft from Auto UCR 2132, 2142	193	225.2	169-282	2284	1952	-15%	-332
Theft UCR 2130, 2140	65	109.8	91-128	1135	998	-12%	-137
Shoplifting UCR 2133, 2143	58	58.0	50-66	747	598	-20%	-149
Fraud UCR 2180 (all), 2185, 2166	69	57.8	45-70	795	816	3%	21
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	172	151.6	133-170	2016	1882	-7%	-134
Arson UCR 1828, 2110	0	4.8	4-5	52	32	-38%	-20
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	885	956.6	896-1017	10741	10237	-5%	-504
DRUGS (UCR 4000-Series Offences)	62	61.0	51-75	717	652	-9%	-65
MHA RELATED CALLS (MHA files or Mental Health flag)	112	106.4	88-125	1247	1324	6%	77

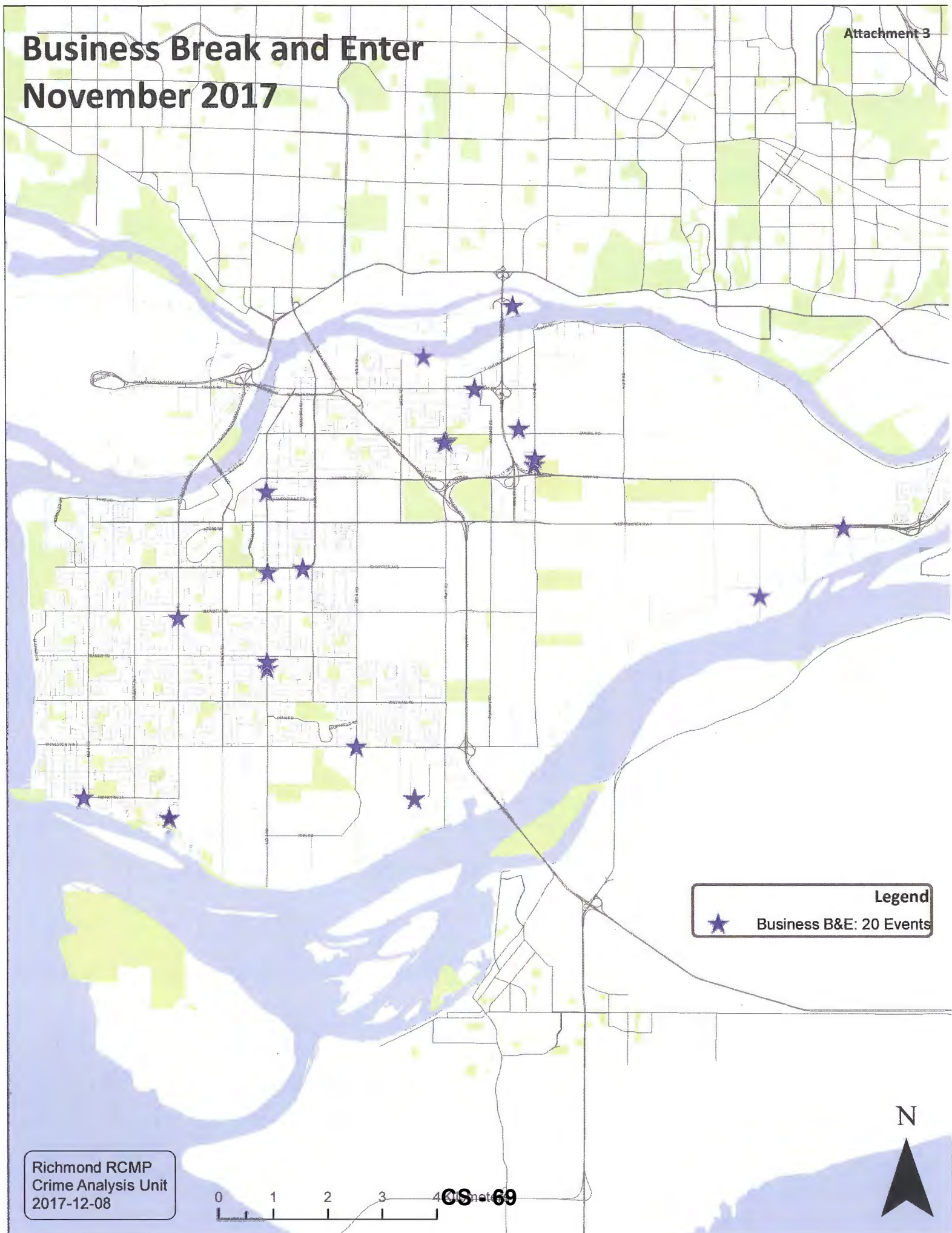
Prepared by Richmond RCMP Crime Analysts.

Data collected from PRIME on 2017-12-08. Published 2017-12-08.

This data is operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

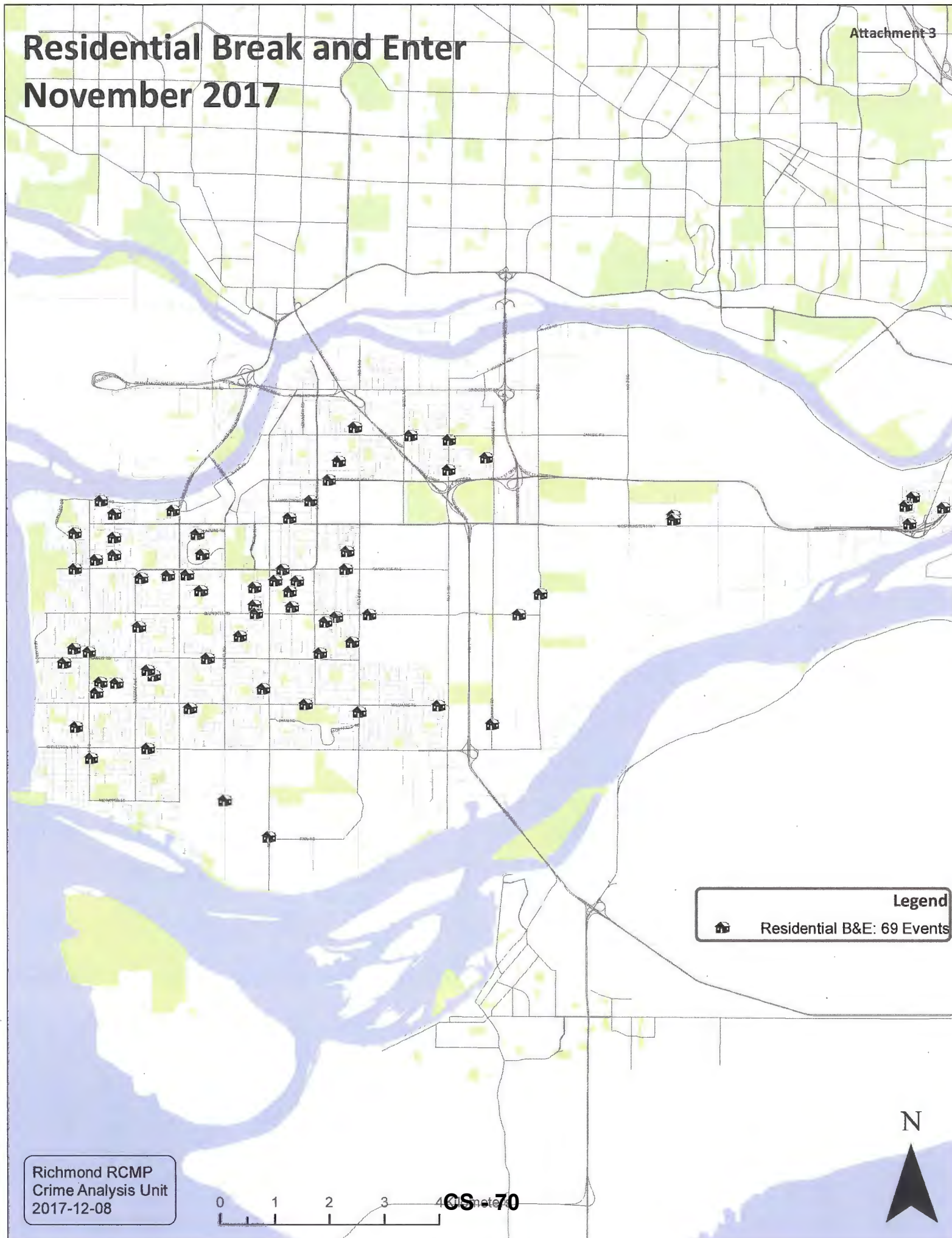
Business Break and Enter November 2017

Attachment 3



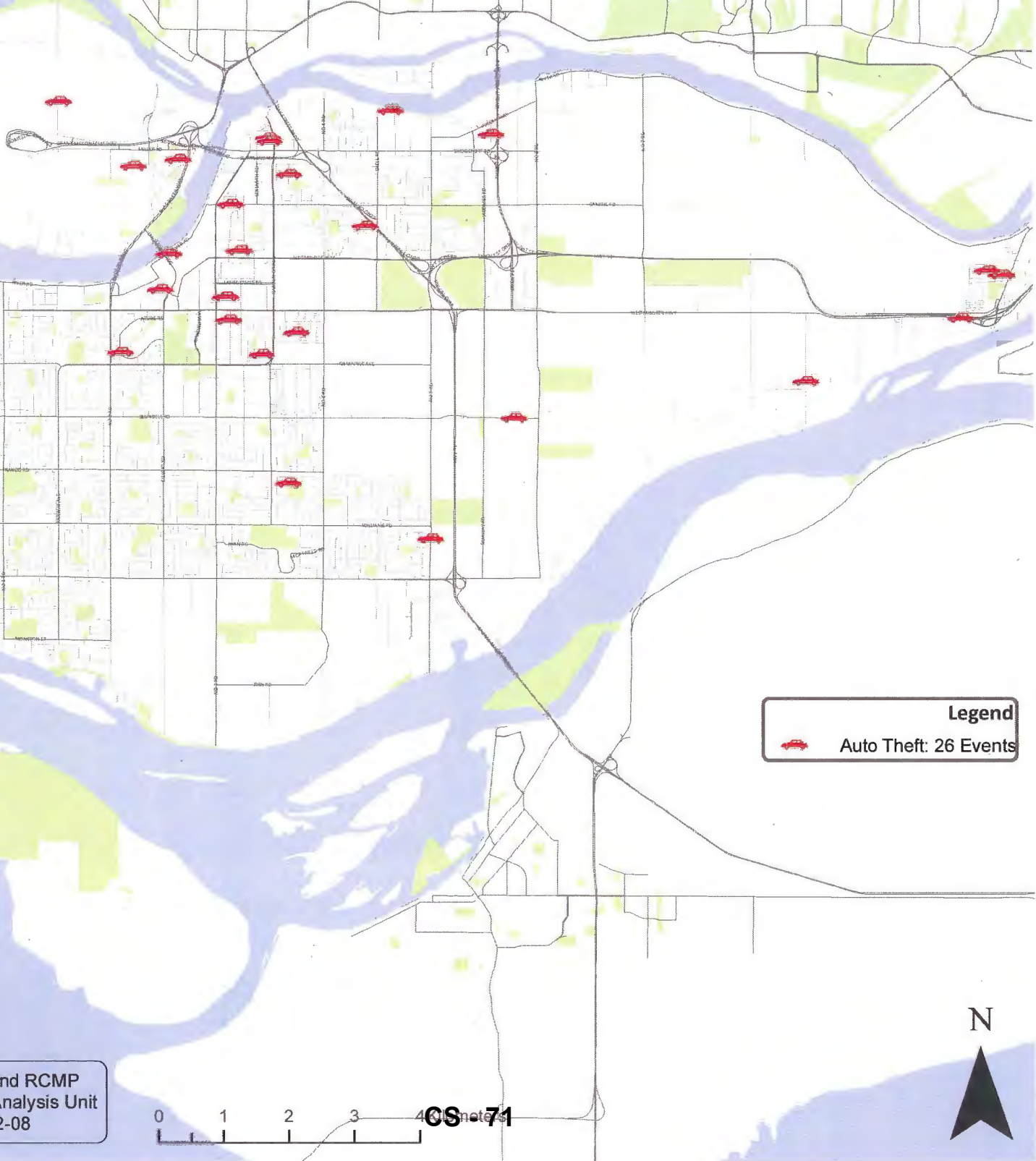
Residential Break and Enter November 2017

Attachment 3



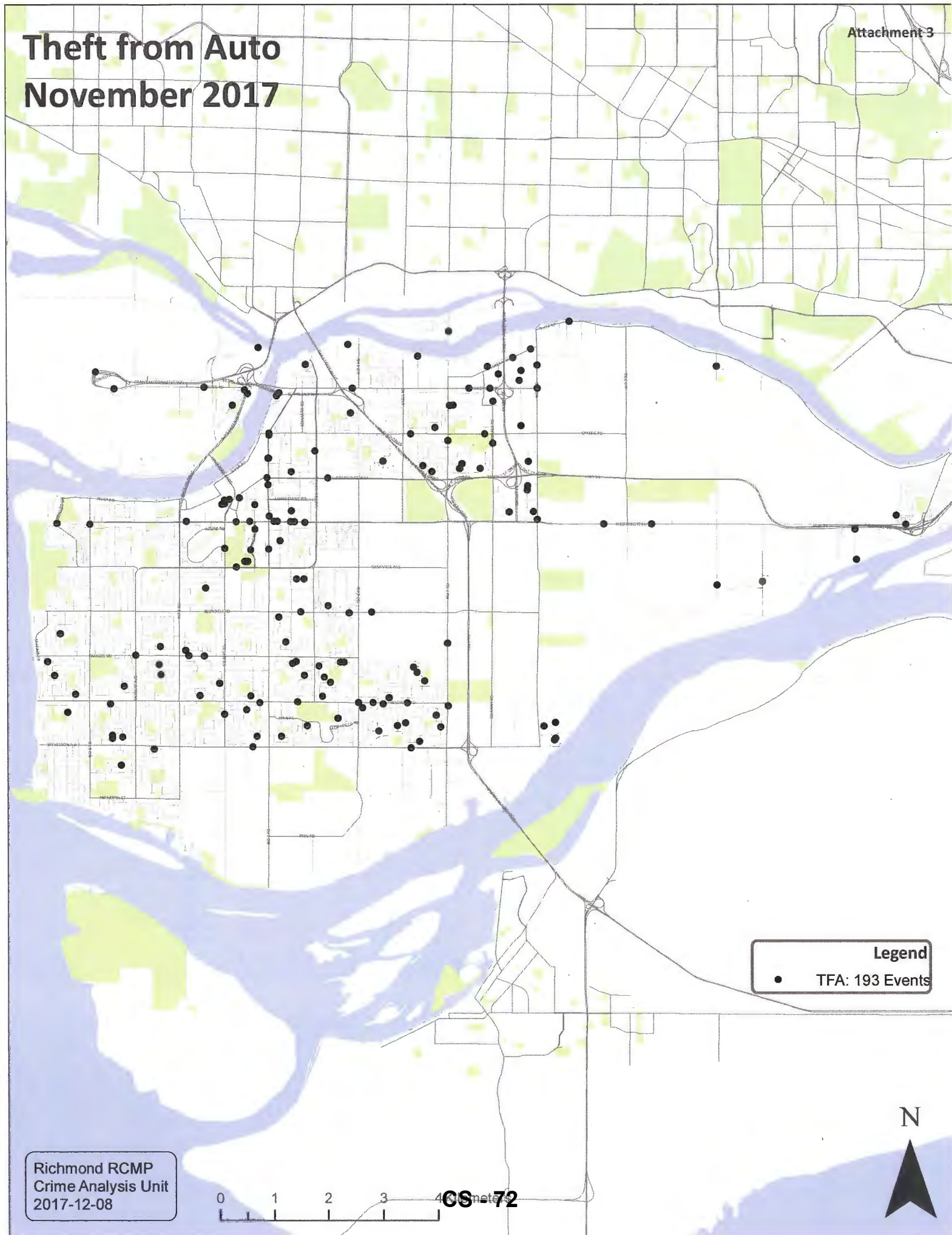
Auto Theft November 2017

Attachment 3



Theft from Auto November 2017

Attachment 3



Richmond RCMP
Crime Analysis Unit
2017-12-08

CS-72

November 2017

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
			911 FALSE 5 ASSAULT 2 AUTO THFT 1 B&E BUS 1 B&E OTH 2 B&E RES 1 DISTURB 9 MHA 5 BYLAW 2 THEFT 2 TFA 2 WEAPONS 3 TOTAL GO 130	911 FALSE 8 ASSAULT 3 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 1 DISTURB 3 MHA 3 BYLAW 2 THEFT 3 TFA 4 WEAPONS 1 TOTAL GO 134	911 FALSE 3 ASSAULT 3 AUTO THFT 1 B&E BUS 1 B&E OTH 2 B&E RES 4 DISTURB 6 MHA 4 BYLAW 3 THEFT 3 TFA 3 WEAPONS 1 TOTAL GO 117	911 FALSE 8 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 3 B&E RES 3 DISTURB 2 MHA 2 BYLAW 5 THEFT 2 TFA 8 WEAPONS 1 TOTAL GO 105
5	6	7	8	9	10	11
911 FALSE 3 ASSAULT 3 AUTO THFT 1 B&E BUS 1 B&E OTH 2 B&E RES 2 DISTURB 5 MHA 2 BYLAW 5 THEFT 2 TFA 2 WEAPONS 2 TOTAL GO 107	911 FALSE 5 ASSAULT 2 AUTO THFT 1 B&E BUS 1 B&E OTH 3 B&E RES 3 DISTURB 3 MHA 1 BYLAW 2 THEFT 3 TFA 5 WEAPONS 1 TOTAL GO 109	911 FALSE 4 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 5 DISTURB 5 MHA 2 BYLAW 1 THEFT 1 TFA 2 WEAPONS 1 TOTAL GO 83	911 FALSE 4 ASSAULT 2 AUTO THFT 3 B&E BUS 3 B&E OTH 1 B&E RES 2 DISTURB 2 MHA 5 BYLAW 1 THEFT 2 TFA 8 WEAPONS 4 TOTAL GO 125	911 FALSE 7 ASSAULT 1 AUTO THFT 1 B&E BUS 2 B&E OTH 1 B&E RES 3 DISTURB 3 MHA 3 BYLAW 2 THEFT 5 TFA 14 WEAPONS 1 TOTAL GO 115	911 FALSE 6 ASSAULT 1 AUTO THFT 2 B&E BUS 1 B&E OTH 1 B&E RES 4 DISTURB 8 MHA 4 BYLAW 1 THEFT 12 TFA 12 WEAPONS 1 TOTAL GO 121	911 FALSE 8 ASSAULT 3 AUTO THFT 1 B&E BUS 1 B&E OTH 3 B&E RES 3 DISTURB 4 MHA 4 BYLAW 4 THEFT 1 TFA 13 WEAPONS 1 TOTAL GO 106
12	13	14	15	16	17	18
911 FALSE 2 ASSAULT 5 AUTO THFT 1 B&E BUS 1 B&E OTH 4 B&E RES 4 DISTURB 4 MHA 3 BYLAW 2 THEFT 1 TFA 4 WEAPONS 1 TOTAL GO 102	911 FALSE 3 ASSAULT 6 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 2 DISTURB 4 MHA 2 BYLAW 6 THEFT 3 TFA 18 WEAPONS 1 TOTAL GO 124	911 FALSE 3 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 6 DISTURB 1 MHA 7 BYLAW 1 THEFT 4 TFA 7 WEAPONS 2 TOTAL GO 122	911 FALSE 4 ASSAULT 1 AUTO THFT 1 B&E BUS 2 B&E OTH 1 B&E RES 3 DISTURB 3 MHA 7 BYLAW 2 THEFT 2 TFA 7 WEAPONS 1 TOTAL GO 129	911 FALSE 9 ASSAULT 2 AUTO THFT 3 B&E BUS 5 B&E OTH 1 B&E RES 5 DISTURB 1 MHA 1 BYLAW 4 THEFT 5 TFA 5 WEAPONS 1 TOTAL GO 136	911 FALSE 3 ASSAULT 2 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 3 DISTURB 2 MHA 8 BYLAW 3 THEFT 6 TFA 7 WEAPONS 1 TOTAL GO 134	911 FALSE 5 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 3 DISTURB 2 MHA 2 BYLAW 3 THEFT 2 TFA 2 WEAPONS 3 TOTAL GO 105
19	20	21	22	23	24	25
911 FALSE 2 ASSAULT 1 AUTO THFT 1 B&E BUS 2 B&E OTH 1 B&E RES 1 DISTURB 2 MHA 3 BYLAW 2 THEFT 2 TFA 1 WEAPONS 1 TOTAL GO 73	911 FALSE 2 ASSAULT 1 AUTO THFT 2 B&E BUS 1 B&E OTH 1 B&E RES 2 DISTURB 4 MHA 3 BYLAW 2 THEFT 2 TFA 5 WEAPONS 1 TOTAL GO 118	911 FALSE 11 ASSAULT 1 AUTO THFT 3 B&E BUS 1 B&E OTH 1 B&E RES 2 DISTURB 2 MHA 1 BYLAW 3 THEFT 1 TFA 6 WEAPONS 1 TOTAL GO 109	911 FALSE 5 ASSAULT 4 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 2 DISTURB 2 MHA 3 BYLAW 1 THEFT 1 TFA 9 WEAPONS 1 TOTAL GO 92	911 FALSE 5 ASSAULT 4 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 6 DISTURB 5 MHA 4 BYLAW 2 THEFT 2 TFA 5 WEAPONS 1 TOTAL GO 130	911 FALSE 6 ASSAULT 2 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 5 DISTURB 4 MHA 1 BYLAW 3 THEFT 1 TFA 12 WEAPONS 1 TOTAL GO 126	911 FALSE 6 ASSAULT 1 AUTO THFT 2 B&E BUS 1 B&E OTH 1 B&E RES 3 DISTURB 3 MHA 2 BYLAW 5 THEFT 2 TFA 1 WEAPONS 1 TOTAL GO 86
26	27	28	29	30	Legend 911 FALSE 911 false/ abandoned ASSAULT assaults AUTO THFT auto theft B&E BUS Break and Enter - Business B&E OTH Break and Enter - Other B&E RES Break and Enter - Residential DISTURB Cause Disturbance MHA Mental Health Act BYLAW Municipal Bylaw THEFT Other Theft U/5000 TFA Theft from Vehicle WEAPONS Weapons Offences GO Total General Occurrence	
911 FALSE 3 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 5 DISTURB 5 MHA 2 BYLAW 3 THEFT 3 TFA 3 WEAPONS 1 TOTAL GO 86	911 FALSE 2 ASSAULT 1 AUTO THFT 3 B&E BUS 1 B&E OTH 2 B&E RES 2 DISTURB 5 MHA 3 BYLAW 3 THEFT 3 TFA 9 WEAPONS 1 TOTAL GO 123	911 FALSE 2 ASSAULT 2 AUTO THFT 2 B&E BUS 1 B&E OTH 2 B&E RES 2 DISTURB 4 MHA 2 BYLAW 2 THEFT 2 TFA 9 WEAPONS 1 TOTAL GO 100	911 FALSE 6 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 4 DISTURB 4 MHA 2 BYLAW 3 THEFT 3 TFA 6 WEAPONS 3 TOTAL GO 123	911 FALSE 8 ASSAULT 1 AUTO THFT 1 B&E BUS 1 B&E OTH 1 B&E RES 2 DISTURB 6 MHA 1 BYLAW 1 THEFT 2 TFA 6 WEAPONS 1 TOTAL GO 133		

Statistics Run on 2017-12-08

Prepared by Richmond RCMP Crime Analysts.

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These statistics are based on UCR primary scoring only.

*All CCJS are included (assistance, information, prevention, unsubstantiated, unfounded). Street Checks, Tickets, and non-GO calls have not been calculated.