



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Wednesday, October 16, 2019
4:00 p.m.

Pg. # ITEM

MINUTES

CS-5 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on September 10, 2019.*



NEXT COMMITTEE MEETING DATE

Wednesday, November 13, 2019, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATION

1. Oliver Gruter-Andrew, CEO, E-Comm, to present E-Comm's 2018 Annual Report.

COMMUNITY SAFETY DIVISION

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – AUGUST 2019**
(File Ref. No. 12-8060-01/20) (REDMS No. 6293494)

CS-41

See Page CS-41 for full report

Designated Speakers: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report – August 2019”, dated September 12, 2019, from the General Manager, Community Safety, be received for information.



3. **HOUSEKEEPING AMENDMENTS FOR TRAFFIC BYLAW NO. 5870; PARKING (OFF-STREET) REGULATION BYLAW NO. 7403; NOTICE OF BYLAW VIOLATION DISPUTE ADJUDICATION BYLAW NO. 8122; AND CONSOLIDATED FEES BYLAW NO. 8636**
(File Ref. No. 12-8060-02-01) (REDMS No. 6155988)

CS-49

See Page CS-49 for full report

Designated Speaker: Susan Lloyd

STAFF RECOMMENDATION

That the following bylaws are introduced and given first, second and third readings:

- (1) *Traffic Bylaw No. 5870, Amendment Bylaw No. 10023;*
- (2) *Parking (Off-Street) Regulation Bylaw No. 7403, Amendment Bylaw No. 10024;*
- (3) *Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10025; and*
- (4) *Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10026.*



4. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – AUGUST 2019**
(File Ref. No. 09-5000-01) (REDMS No. 6288338 v. 2)

CS-63

See Page CS-63 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – August 2019”, dated September 16, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.



5. **AWARD OF CONTRACT 6334Q - SUPPLY AND DELIVERY OF BOOTS AND ACCESSORIES FOR RICHMOND FIRE-RESCUE**

(File Ref. No. 99-Fire Rescue) (REDMS No. 6301150 v.5)

CS-76

See Page CS-76 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

- (1) *That Contract 6334Q - Supply and Delivery of Boots and Accessories for an initial three year term be awarded to Associated Fire Safety Group for the estimated average annual amount of \$150,000.00, with an option to renew for two further one years terms, for an estimated total contract value of \$750,000.00 over the five year term; and*
- (2) *That the Chief Administrative Officer and the General Manager of Community Safety be authorized to execute the Contract 6334Q as outlined in the staff report titled “Award of Contract 6334Q – Supply and Delivery of Boots and Accessories for Richmond Fire-Rescue”, dated September 16, 2019, from the Fire Chief.*



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Tim Wilkinson

Items for discussion:

- (i) *Smoking Campaign Update*
- (ii) *Halloween*

7. **RCMP MONTHLY ACTIVITY REPORT – AUGUST 2019**

(File Ref. No. 09-5000-01) (REDMS No. 6253277 v. 4)

CS-80

See Page CS-80 for full report

Designated Speaker: Supt. William Ng

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – August 2019”, dated September 11, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



Pg. #

ITEM

8. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Supt. William Ng

Items for discussion:

None.

9. **MANAGER'S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, September 10, 2019

Place: Anderson Room
Richmond City Hall

Present: Councillor Bill McNulty, Chair
Councillor Alexa Loo
Councillor Carol Day
Councillor Kelly Greene
Councillor Harold Steves

Also Present: Councillor Chak Au
Councillor Linda McPhail
Councillor Michael Wolfe

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 July 9, 2019, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

Wednesday, October 16, 2019, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATION

1. Martin Van Den Hemel, Communications Director, and Austin Zhang, CEO, GoKabu Group, distributed materials (attached to and forming part of these Minutes as Schedule 1), and provided the following information:

Community Safety Committee

Tuesday, September 10, 2019

- Kabu is a Richmond based software development company, that operates several other companies including Go Kabu Technologies and Kabu Ride;
- Go Kabu was created three years ago by two university students;
- as the company waited for ride hailing regulations to be put in place it continued to grow;
- on September 3, 2019, Go Kabu put in an application to the Passenger Transportation Board for a ride hailing application to operate in Richmond;
- since 2016 Go Kabu has provided 1.3 million rides;
- should Go Kabu not receive a licence prior to legislation taking effect on September 16, 2019, the ride sharing app will be shut down; and
- Go Kabu puts emphasis on safe driving and provides a comprehensive benefits package to their drivers as well as an excellent driving experience for their customers.

In reply to queries from Committee, Go Kabu staff noted that:

- Go Kabu is planning to match drivers and customers based on language preference;
- drivers must complete their Class 4 training and participate in daily inspections of cars before starting their day;
- the application process can take from 6-8 weeks to complete;
- negotiations are underway with another Richmond business with regard to outfitting cars to be more accessible for wheelchairs and operate during the weekdays;
- all drivers and customers will be covered under Go Kabu's insurance policy; and
- the app is available in the App store and Google store in all languages available on the Android and IOS platforms.

Community Safety Committee
Tuesday, September 10, 2019

COMMUNITY SAFETY DIVISION

2. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – JUNE 2019

(File Ref. No. 12-8060-01) (REDMS No. 6231164 v. 4)

In reply to queries from Committee, Carli Williams, Manager, Community Bylaws and Licencing, noted that (i) all Short-Term Rental violations were not all for the same property, (ii) staff are investigating one property in particular and escalating enforcement, (iii) some non-compliance of the Soil Bylaw cases are in court and some have been issued an order to comply, and (iv) the increase in animal control offences in June is due to the Canvasser Program and the large number of dog bite incidents that occurred over the summer months.

It was moved and seconded

That the staff report titled “Community Bylaws Monthly Activity Report – June 2019”, dated July 12, 2019, from the General Manager, Community Safety, be received for information.

CARRIED

3. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – JULY 2019

(File Ref. No. 12-8060-01) (REDMS No. 6249551 v. 2)

In reply to queries from Committee, Susan Lloyd, Manager, Parking Enforcement, Animal Control and Administration, Community Bylaws, advised that morning patrols of schools resumed on the first day of school and staff were proactively patrolling through the summer months for summer school.

It was moved and seconded

That the staff report titled “Community Bylaws Monthly Activity Report – July 2019”, dated August 19, 2019, from the General Manager, Community Safety, be received for information.

CARRIED

Community Safety Committee
Tuesday, September 10, 2019

4. BUSINESS LICENCES QUARTERLY REPORT - SECOND QUARTER 2019

(File Ref. No. 12-8375-03) (REDMS No. 6236740)

Ms. Williams advised that (i) the repeat offenders for illegal taxis were different companies, (ii) another campaign in conjunction with the Passenger Transportation Board and the RCMP will be in effect once ride hailing legislation is in place, (iii) another enforcement campaign will take place and drivers without a licence will be ticketed, and (iv) any drivers from Go Kabu without a licence will be subject to an administration penalty of \$50,000 to \$100,000 a day.

It was moved and seconded

That the staff report titled "Business Licences Quarterly Report – Second Quarter 2019", dated July 19, 2019, from the General Manager Community Safety be received for information.

CARRIED

5. EMERGENCY PROGRAMS QUARTERLY ACTIVITY REPORT – SECOND QUARTER 2019

(File Ref. No. 09-5126-01) (REDMS No. 6242899 v. 2)

Norman Kotze, Manager, Emergency Programs, highlighted that the Kwantlen Polytechnic University has completed their assessment of the Richmond Resilient Community Public Education Program and provided some recommendations which are being implemented and staff are re-launching the program for next year.

It was moved and seconded

That the staff report titled "Emergency Programs Quarterly Activity Report – Second Quarter 2019", dated July 25, 2019, from the General Manager, Community Safety, be received for information.

CARRIED

6. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – JUNE 2019

(File Ref. No. 99-Fire Rescue) (REDMS No. 6231409 v. 1)

It was moved and seconded

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – June 2019", dated July 12, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

Community Safety Committee
Tuesday, September 10, 2019

7. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – JULY 2019**

(File Ref. No. 99-Fire Rescue) (REDMS No. 6241551 v. 1)

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – July 2019”, dated August 12, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

8. **AWARD OF CONTRACT 6331F SUPPLY, SERVICE AND DELIVERY OF TURNOUT GEAR (PERSONAL PROTECTIVE EQUIPMENT)**

(File Ref. No. 09-5140-01) (REDMS No. 6225671 v. 4)

It was moved and seconded

1. *That staff be authorized to award a contract to Associated Fire and Safety, for the supply, service and delivery of turnout gear (Personal Protective Equipment), as outlined in the report titled “Award of Contract 6331F – Supply, Service and Delivery of Turnout Gear (Personal Protective Equipment), for Fire-Rescue emergency response personnel, dated July 29, 2019 from the Fire Chief Tim Wilkinson; and*
2. *That the Chief Administrative Officer and the General Manager, Community Safety be authorized to execute, on behalf of the City, an agreement for the supply, service and delivery of Turnout Gear (Personal Protective Equipment), as outlined in the staff report with Associated Fire and Safety at the rates quoted for a five-year term.*

CARRIED

9. **FIRE CHIEF BRIEFING**

(Verbal Report)

Item for discussion:

Recruitment Update

Jim Wishlove, Deputy Fire Chief, Richmond Fire-Rescue highlighted that (i) the recruitment process is underway and the first round of recruits will be on-boarded this month and deployed in December, (ii) the next group of recruits will be on-boarded next spring, (iii) the recruitment process will be refreshed next year for 2021 hiring, and (iv) a training program has been created to split the 12 recruits into two manageable groups to ensure more hands-on training.

Community Safety Committee
Tuesday, September 10, 2019

10. RCMP MONTHLY ACTIVITY REPORT – JUNE 2019

(File Ref. No. 09-5000-01) (REDMS No. 6211316 v. 2)

Will Ng, Superintendent, Officer in Charge, Richmond RCMP, reviewed the staff report and noted that (i) there has been a positive reduction in property crime, (ii) mental health related calls have been high, and (iii) the RCMP have implemented education awareness around catalytic inverter thefts and have had major joint arrests between Surrey and Vancouver.

It was moved and seconded

That the report titled “RCMP Monthly Activity Report – June 2019”, dated July 18, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

11. RCMP MONTHLY ACTIVITY REPORT – JULY 2019

(File Ref. No. 09-5000-01) (REDMS No. 6240983 v. 2)

It was moved and seconded

That the report titled “RCMP Monthly Activity Report – July 2019”, dated August 8, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

12. 2019-2020 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN FIRST QUARTER RESULTS (APRIL 1 TO JUNE 30, 2019)

(File Ref. No. 09-5000-01) (REDMS No. 6234877 v. 3)

Superintendent Ng, reviewed the report and highlighted the following information:

- there is a 5% reduction in property crime this year;
- the Organized Crime Unit has begun connecting with local Money Service Businesses to ensure compliance;
- Richmond Detachment has established new programs to combat organized crime and money laundering;
- Mental Health related calls have increase; however with the deployment of Fox 80, RCMP are hoping to reduce the numbers;
- Fox 80 training will begin tomorrow and the media event will take place on October 10, 2019;

Community Safety Committee
Tuesday, September 10, 2019

In reply to queries from Committee, Superintendent Ng noted that (i) the increase in mental health related calls is across the Lower Mainland, (ii) wait times at Richmond General Hospital are challenging when dealing with mental health related calls, (iii) the RCMP hope that the implementation of Fox 80 streamlines processes at the hospital to reduce long wait times for officers, (iii) drug possession charges have decreased since the legalization of marijuana, (iv) large mental health related call volumes are not attributed to only one person, (v) the RCMP are examining implementing a youth mental health component, and (vi) there is a reduction in distracted driving due to enforcement and vehicle impounds due to excessive speeding.

It was moved and seconded

That the report titled "2019-2020 Richmond RCMP Detachment Annual Performance Plan First Quarter Results (April 1 to June 30, 2019)", dated August 8, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

13. **RCMP/OIC BRIEFING**

(Verbal Report)

Item for discussion:

Fox 80 Car

See Page 6 for discussion on this item.

RCMP at Fire Hall #5

Superintendent Ng highlighted that Richmond Fire-Rescue has provided the Richmond RCMP with space at Fire Hall #5 in Hamilton to complete paperwork and provide a positive police presence in the area.

Homeless Camp Patrols

Superintendent Ng advised that officers regularly patrol the area and have not had any problems reported lately. He noted that RCMP are proactive with ATV patrols in Hamilton and provide a good community relation.

Mobile Enforcement Team

Superintendent Ng highlighted that due to Council's approval of additional officers, the RCMP has the capacity to create a second Mobile Enforcement Team to patrol the SkyTrain and City Centre area.

Community Safety Committee
Tuesday, September 10, 2019

14. MANAGER'S REPORT

Homeless camp in Hamilton

Cecilia Achiam, General Manager, Community Safety, advised that (i) the number of occupants remain the same, (ii) some complaints were received regarding increase in possessions; however once spoken to items were cleaned up, and (iii) staff are continuously working with the occupants of the camp and actively exploring housing options.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:50 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, September 10, 2019.

Councillor Bill McNulty
Chair

Sarah Goddard
Legislative Services Coordinator


KABU

A Richmond, B.C. software development company,
KABU designs and creates App-based transportation
solutions in the ride-hailing and food/package-delivery
sectors, as well as electronic payment solutions.

66 13




Summer 2019 GOKABU GROUP HOLDINGS Ltd

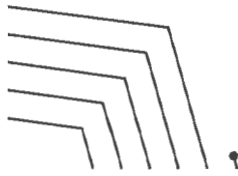


City of Richmond

X

GOKABU





Executive Summary

KABU-Ride Inc., doing business as KABU, is a Canadian company headquartered in Richmond seeking a special authorization licence to operate as a Transportation Network Services Company in British Columbia.

KABU-Ride Inc. is a subsidiary of **GoKABU Group** which was founded in 2016 and is headquartered in Richmond. GoKABU Group's subsidiary **GoKABU Technologies Inc.**, a software development firm, created the software application KABU Rider, which has connected riders and drivers through the Chinese social media platform WeChat since 2016. KABU Rider has provided more than one million rides to tens of thousands of customers over the past three years.

The goal of GoKABU Group, through its subsidiary KABU-Ride Inc., is to help solve transportation shortcomings in communities across British Columbia where there is a demand for ride-hailing and a sufficient supply of ride-hailing drivers. We also have plans to operate elsewhere in Canada, the United States, and overseas.

Drawing from our three years of operational experience in Canada, we have created a model that can be replicated in other communities, and customized for that community's specific needs and unique challenges.

We have identified an under-served and growing market niche that exists across Canada. The growing number of immigrants moving to Canada, the increasing number of tourists visiting Canada, and the influx of international students studying here, represent both potential customers and drivers. What sets us apart from our competitors is our focus on recognizing the time, effort and resources that our drivers are bringing to the table. We are in the midst of implementing an industry-leading Driver Health Benefits Reward System, where our drivers will receive incentives for investing in their personal healthcare needs and those of their families.

KABU continues to forge connections with other businesses, government agencies and institutions in the transportation industry as KABU works towards its goal of crafting a multi-modal App that will help solve many of the transportation challenges that exist in cities around the world.

While technology is at the heart of what we do, it's the team we've assembled who are the key to our success.

And the team is focused on bettering the community and making life easier on the people who live here.





**KABU WILL
BRING YOU THERE
ANYWHERE
ANYTIME**

About Us

KABU-Ride Inc. is a Canadian ride-hailing company powered by a young, talented and driven team focused on improving the world by better connecting people and places through technological innovation and community collaboration.

KABU-Ride Inc.'s vision is to provide a multi-modal transportation platform in Vancouver that integrates ride-hailing services, public transit buses, Canada Line/SkyTrain, vehicle rentals, taxis, ferries and other transportation options into a single application, or App, for users.

Powering the smart cities of the future, starting today...

Mission & Vision



Mission

To link people with places—enabling everyone to *Travel Like a Local*—one safe ride at a time, anywhere in the world.

Vision

Delivering the smart cities of the future into the hands of the people through a single App, starting today.

KABU

Company Goals and Objectives

- To become the market leader in the ride-hailing industry while prioritizing the needs and well-being of our riders, our driver partners and the community as a whole
- To forge partnerships with local stakeholders and businesses to create a multi-modal App that incorporates the full-range of transportation options, and even a combination of them
- To become the first ride-hailing App to provide an industry-leading rewards system to drivers who are urged to invest in themselves by securing fully-portable health benefits

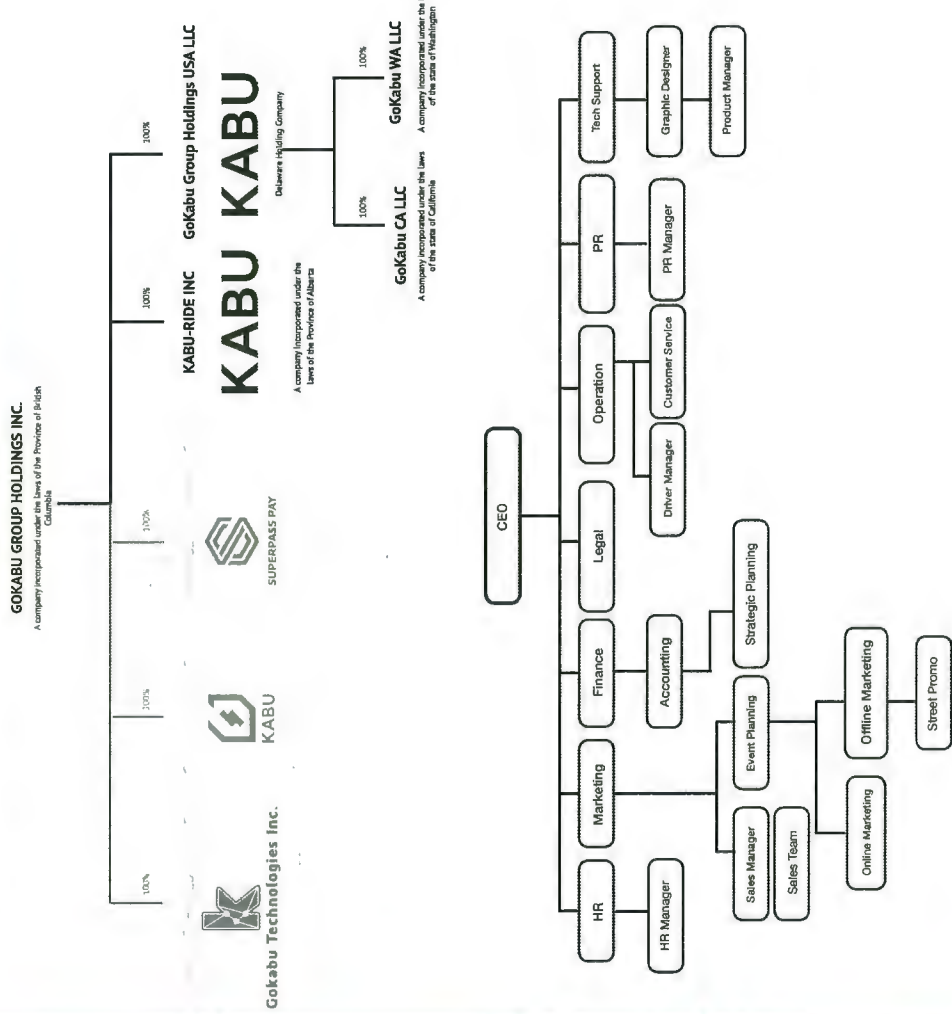


Industry leaders

At KABU, we don't just want to be part of the gig economy. We strive every day to be industry leaders and innovators in the ride-hailing space, and are doing so by being the first to reward drivers who invest in themselves by securing fully-portable health benefits.



GOKABU GROUP





KABU

Meet Our Management Team



Hugo Yuan
Marketing Director



Billy Xiong
President



Austin Zhang
CEO of GoKABU Group



Hill Huang
Operations Director



Ge Zhang
Product Director



Lex Kan
CTO



Daniel Xiao
Finance Director



Timo Hengge
PR Director



Lulu Yuan
HR Manager



Mao Mao
Customer Service
Manager



Martin van den Hemel
Communications Director

Our leadership team firmly believes that we must be transparent with, and accountable to, the entire community with respect to our office culture, corporate governance practices, stockholder engagement, corporate responsibility and sustainability, and human capital development.

Key Professional and Advisory Support

MLT AIKINS



Steven Meng
Corporate Finance and Securities
Advisor
MLT AIKINS



Garland Chow
Operations and Logistics Advisor
Associate professor emeritus
Sauder School of Business, UBC



Chad Schmiedge
Insurance Advisor
Cyber and TNC
Hub International



MAHDI SHAMS
Canada Legal Advisor



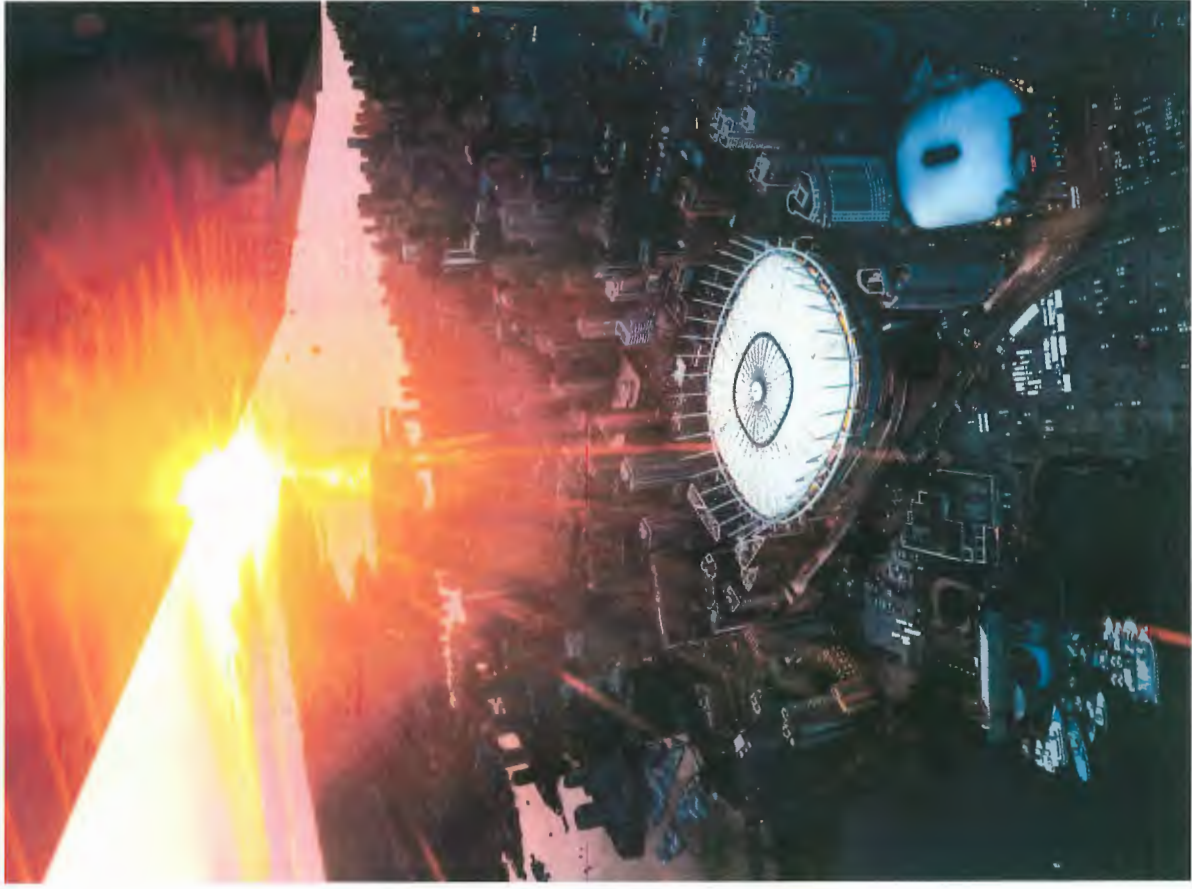
Matthew w. Daus
US Legal Advisor
Tenth Commissioner
and Chairman of NYCTLC



Philip L
Accounting Advisor
LLN Partners L

Target Market

KABU will tap into Canada's strength as a globally-respected multi-cultural country where immigrants are welcomed, respected, valued and rewarded for their skills, work ethic and passion. For **NEW IMMIGRANTS**, finding a job that pays a livable wage and provides benefits for their family is their **FIRST PRIORITY**. KABU will target these newcomers with positions that have a low-barrier to entry, and which provide a way for them to utilize their language skills while doing a job that allows them to learn about and better connect with their new surroundings and the people who live there.



The Ride-Hailing Problem



Language Barrier

With increasing international travel and immigration, communication between riders and drivers is becoming more challenging due to the language barrier.



Information Gap

Due to varying situations in a traveller's home country, they are often unaware of transportation options upon arrival at their new destination.



Downloading requirement

Different ethnic groups are accustomed to different platforms to acquire services that are often geo-blocked. This creates issues with downloading apps which becomes cumbersome and inconvenient for the traveller and is a barrier to entry.



Choosing Transportation

With so many means of transportation available, it is difficult for people to choose the fastest, greenest or shortest route at a glance.

The KABU-Ride Solution



Global Translations

KABU analyses travel patterns to and from any city with active operations. Based on this data, we translate our entire in-app experience to the most commonly-spoken languages. Upon request, we will match any traveller to a driver speaking the same language.



Global Outreach

By advertising to travellers at the most common source airports and in their native language, KABU can convert them before they even arrive at their destination.



Targeted Delivery Channels

Replicating our previous success, KABU delivers the app via channels that travellers are familiar with and accustomed to. In most instances, no downloads are required.



Multi-Modal Transportation

At a glance, riders can see different means of transportation and choose based on Cheapest, Fastest or Greenest routes.

Ride-Hailing with Added Value

Travel Like a Local

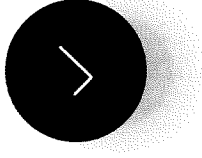
Connecting riders and drivers continues to be our specialty.

While the service through our APP is a simple and seamless experience, it takes a dedicated and talented team to ensure the system operates smoothly and efficiently. From 24-hour customer service staff adept at addressing emergent issues, to a visionary team of designers and coders focused on innovation, to top-calibre driver recruitment and training staff, and an administrative team committed to excellence: these continue to be the secret ingredients to KABU's success.



KABU Local Guides

Tourists can Travel Like a Local, by simply asking KABU drivers about the best tourist spots, top restaurants and best hotels.



All-in-One App

Tourists can Travel Like a Local, by utilizing the App regardless of whether the user is looking for ride-hailing services, public transportation or another means of transportation.



True Driving Partners

KABU is the first ride-hailing firm to provide a Driver Health Benefits and Rewards System.



Unbeatable Industry Experience

Operating in Canada since 2016, No one knows Canada's ride-hailing industry as well as KABU.

Target Customers

CS - 26

Summary

KABU is focusing on markets with a large immigrant community in Canada. We provide better and more tailored services for the specific needs of these customers.



International Students

China and India are the top 2 origin countries for international students in Canada and America. The top five origin countries of international students: USA – China (33%), India (17%), South Korea (5%), Saudi Arabia (5%) and Canada (3%).
Canada – China (24.98%), India (30.16%), South Korea (4.23%), France (3.97%) and Vietnam (3.55%).



New Immigrants

Canada currently has 37 million residents, of whom more than 21% are immigrants. By 2036, this immigrant population will reach 34.4% of Canada's total population. Asian immigrants will comprise 60% of Canada's immigrant population. There are currently 1.7 million Chinese immigrants living in Canada.



Travellers

By leveraging word-of-mouth and social media marketing, KABU can capture a larger market share both locally and with potential tourists in their countries of origin.



Downtown demand for transportation

On weekends, our busiest service locations are in Downtown Vancouver, where KABU Ride drivers simply can't keep up with the demand. Taxi companies face a similar problem, and are unable to provide enough service to meet the demand from customers who are leaving nightclubs, bars, restaurants and other night-time gathering places to head home on a Friday night, early Saturday morning, or Saturday night and early Sunday morning. There's no questions that some of these KABU Rider customers would consider driving if our service wasn't available. With taxis unable to meet the demand at those hours, that could have dangerous consequences that puts the general public at risk. Attached is another heat map that provides evidence to support this supposition.

There's also evidence to suggest that our customers use our services for the first-mile and last-mile of their commutes. Consider the provided heat map which shows the large number of rides that end near a Canada Line station. Without our services, will ridership on public transit suffer?



7-day heat map

Demand on display

This recent 7-day snapshot provides an indication of the **number of rides** we provide customers each week.

Notable hotspots are near Richmond's high schools, Richmond's shopping centres and Canada Line stations along No. 3 Road, Metrotown mall in Burnaby, and post-secondary institutions including UBC, Simon Fraser University and BCIT, as well as Downtown Vancouver.

The international students who rely daily on our services don't only go to school using KABU Rider. They get together with friends, go to shopping centres to pick up necessities or do banking and other errands.

KABU Order Distribution in Vancouver Area



KABU Order Distribution in Skytrain Area



KABU Order Distribution in Area of Canada Line

First-mile and last-mile

Our data suggests that KABU customers use our service to access the Canada Line, judging from this heat map which shows drop-off locations near the Canada Line stations in Richmond, Vancouver and Downtown Vancouver.

Our goal is to provide a multi-modal App, where our customers can book various modes of transportation to complete their journey, including public transit, vehicle rentals and even taxis and bike rentals.

We believe ride-hailing plays a critical role in the first-mile and last-mile of many journeys.

Canada Line users request to be dropped off either at the Canada Line stations, or nearby, so they can do other errands before beginning their journey.

Operations

While technology plays a critical role in KABU's services, equally important is people power, in the form of the members of the operations team. From screening to training and monitoring its fleet of drivers, to ensuring complaints and concerns are addressed in a timely fashion, **the Operations team is the backbone of the organization**. In many ways, they are the most public face of KABU.

KABU-Ride Inc. president Billy Xiong will be responsible for the operation of the ride-hailing services, and has a team to assist him, including Director of Operations Hill Huang. Hill Huang oversees the management of drivers as well as driver recruitment and training, while he receives support from Lex Can, chief technology officer, who is responsible for the performance of the App and for ensuring that drivers can be monitored. Hill Huang and Lex Kan work closely with customer service manager Mao Mao, who heads the Customer Service Department, which is charged with handling rider and driver issues and complaints around the clock. KABU-Ride Inc. is headquartered in Richmond, B.C. The KABU Rider app meets all the TNS App requirements—including those that pertain to data sharing—and is capable of geo-fencing areas as required by the Passenger Transportation Branch and/or Passenger Transportation Board. A future version of our App will enable those who are visually impaired to use our App for their transportation needs. And we are currently negotiating with another Lower Mainland business to provide wheelchair-accessible ride-hailing vehicles to our growing customer base.





KABU App at your fingertips

Available at App Store or Google Play

KABU-Ride Inc.'s app will be made available in iOS and Android forms to customers through Apple's App Store and Android's Google Play app store.

Helping Customers and Drivers

KABU-Ride Inc.'s App will be available to customers in iOS form through Apple's App Store and via Google Play for Android users.

The App will connect riders to drivers throughout the Lower Mainland and in other B.C. communities where there's demand for ride-hailing services and a sufficient supply of ride-hailing drivers.

Customers can either book a ride for their immediate needs, or schedule one for a future need. They can select the level of service they want, ranging from KABU Eco, which involves electric and hybrid vehicles, to KABU Premium, for those who want a more luxurious drive on those special occasions, to KABU Plus, for groups of up to five adults.

Our App will also be offered to users of the Chinese social media platform WeChat, through which rides can be booked, and payments processed.

Drivers will be connected with riders through the KABU Driver App. Once the App is switched on, and the driver makes himself or herself available, he or she will receive a ride request in the area they've specified in the App. To mark the end of their day, the Driver only needs to switch the App off.



Driving Partner On-Boarding

Drivers are the engine that power KABU

If the operations team is the backbone of KABU, then our fleet of drivers is the engine that powers our future.

Recognizing the time, effort and resources our drivers bring to the table, KABU is committed to providing an industry-leading Driver Health Benefits Rewards System. Drivers will receive incentives for investing in their personalized health benefits package.

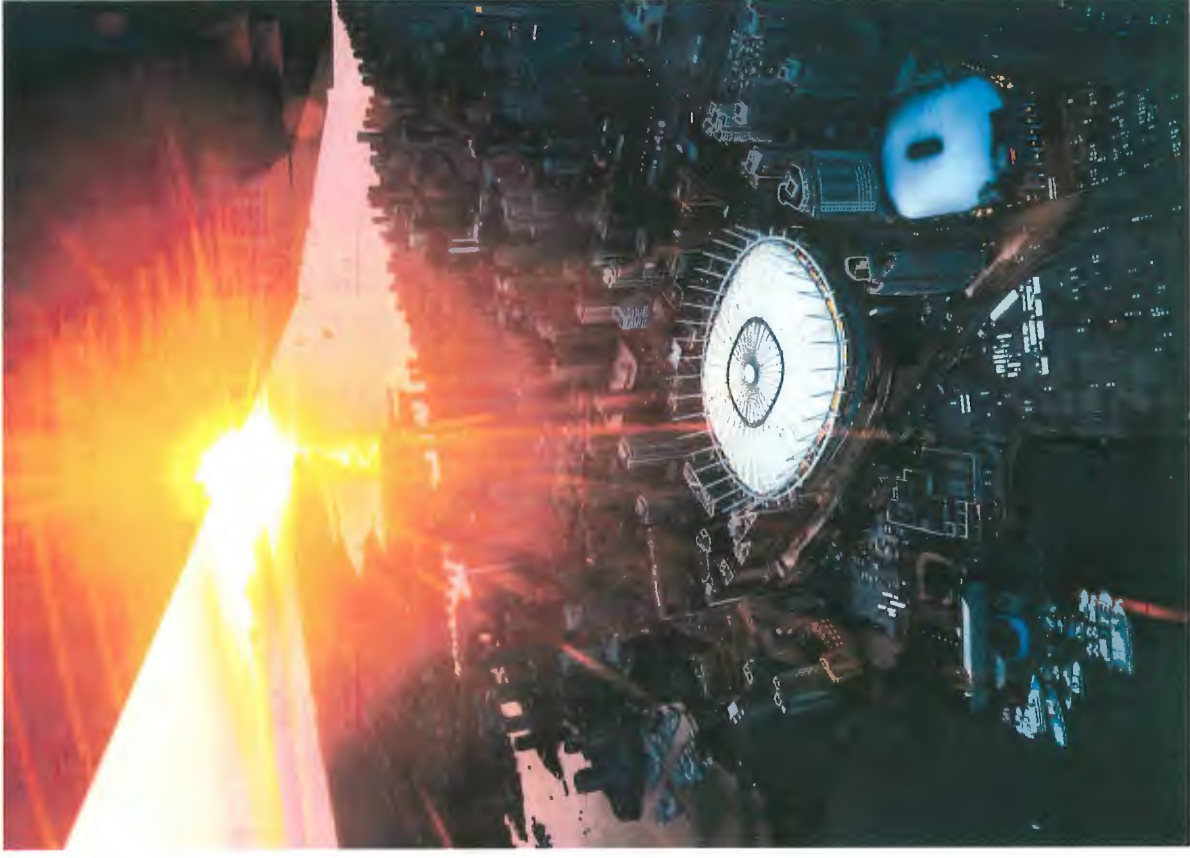
By showing our drivers that we're serious about providing them a living wage and connecting them with health and dental benefits, and creating community partnerships that will help lower the cost of vehicle operation and maintenance, we hope to keep them loyal to KABU.

Together with our drivers, we strive to help solve the transportation challenges that local residents face everyday.

Aiming to serve all of B.C.

SERVICE EXPANSION

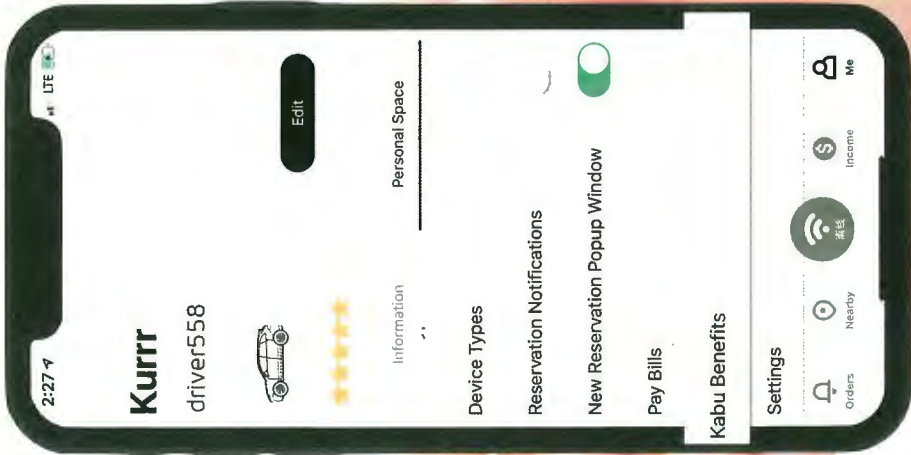
Aside from immediately operating in Region 1 (Lower Mainland) and Region 2 (Victoria) and Region 3 (Nanaimo), KABU-Ride Inc. plans to expand its operations to Region 4 (Okanagan) within the first year of the launch of our service. We anticipate a fleet size of 40 vehicles to serve the Central Okanagan (Kelowna) and Thompson-Nicola (Kamloops) areas at launch by the end of 2020, with the hope of increasing the fleet to match demand. We hope to expand to Region 5, focusing on the Sunshine Coast (Gibsons, Sechelt) and Fraser-Fort George (Prince George) areas, but also considering other areas with sufficient demand. The launch in Region 5 could happen in early 2021 or sooner, with an initial fleet size of 25 vehicles.



KABU CARES Driver BENEFITS program

Driver Health Benefits Rewards
Program, an industry first, provided by
The Edge Benefits and The Co-operators
Insurance.

Ultimate			
Basic	Better	Pro	Pro-plus
Bronze Basic Health & Dental plan \$1,000 disability (injury) Use doesn't impact future rates Available for single, couple, family	Silver Health & Dental Plan with Dental upgrade \$2,000 Disability (injury) Same rates for smokers/non-smokers Boost ranking and subsidy	Gold Fully upgraded health/dental plans \$3,000 disability (injury) Available for single/couple/family One family rate Boost ranking and subsidy	Platinum Fully upgraded health/dental plans \$3,000 disability (injury) Large boost ranking/subsidy Use doesn't impact future rate



Commission Rate

WE RESPECT OUR DRIVING PARTNERS. KABU's commission rate will cover the cost of commercial insurance and licensing, as well as operations. But KABU's rate is much lower than what UBER and Lyft will be charging drivers, which is reportedly between 30 and 35 per cent.



Safety Is Always The First Priority

Drivers who permit somebody else to use their account and drive their vehicle will be immediately suspended and face a potential permanent ban from KABU.

DRIVER SCREENING and RENEWALS:

All KABU drivers are required to meet provincial standards and requirements. This includes: Class 4 licence, driver's abstract, vehicle inspection, vulnerable sector criminal record check. Drivers who do not meet these standards will not have access to the KABU driver App.

An automated system will remind drivers a month prior to when their documents must be renewed each year. Drivers who do not meet company and provincial requirements will be barred from the KABU driver App until their documents are in order.

DRIVER AUDITING:

We will be implementing a MYSTERY DRIVER program, where an anonymous employee will be taking rides in KABU vehicles, and grading drivers on their performance, and doing a visual inspection of their vehicle to ensure it meets with both company and provincial policies and guidelines.

DRIVER TRAINING:

We will be bringing in new Driver Training tools in the form of live-training, video-training and best-practices documents. We want to position our drivers to succeed, and will arm them with the knowledge they need to do so.

DRIVER MONITORING:

Driver behaviour and wages will be monitored through the App to ensure all company and provincial requirements are met.

Technologies

Our riders and drivers don't care much about how the technology works.. They're more concerned that the App is easy-to-use and works reliably. But it's the technology that powers these connections, ensuring that drivers know exactly where they're supposed to pick up their next customer, and that the quickest route gets the customer to his or her destination safely. And it's this technology that efficiently deploys our fleet, and makes the best use of their valuable resources to serve our growing ridership, connecting the right driver with riders as quickly as possible.

As customer needs become more diverse, and there's an increasing desire to have tailor-made solutions to meet those needs, technology must keep up with those changes. Our research and design team is working with other firms as well as educational institutions, in the hope of bringing added functionality to our App and better services to the community.

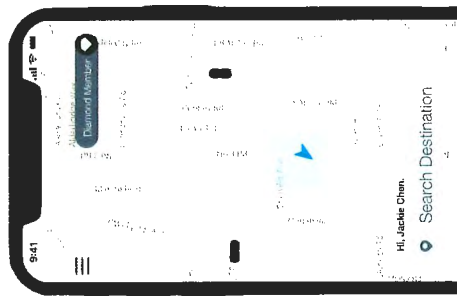
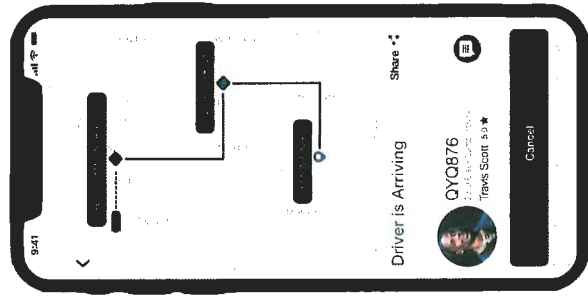
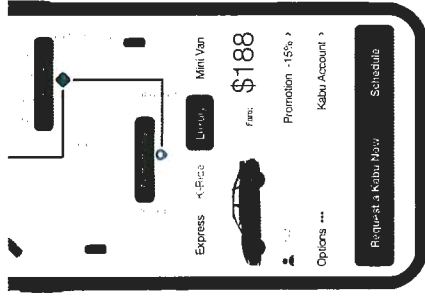


Application Rider native App design

KABU RIDER APP X KABU DRIVER APP

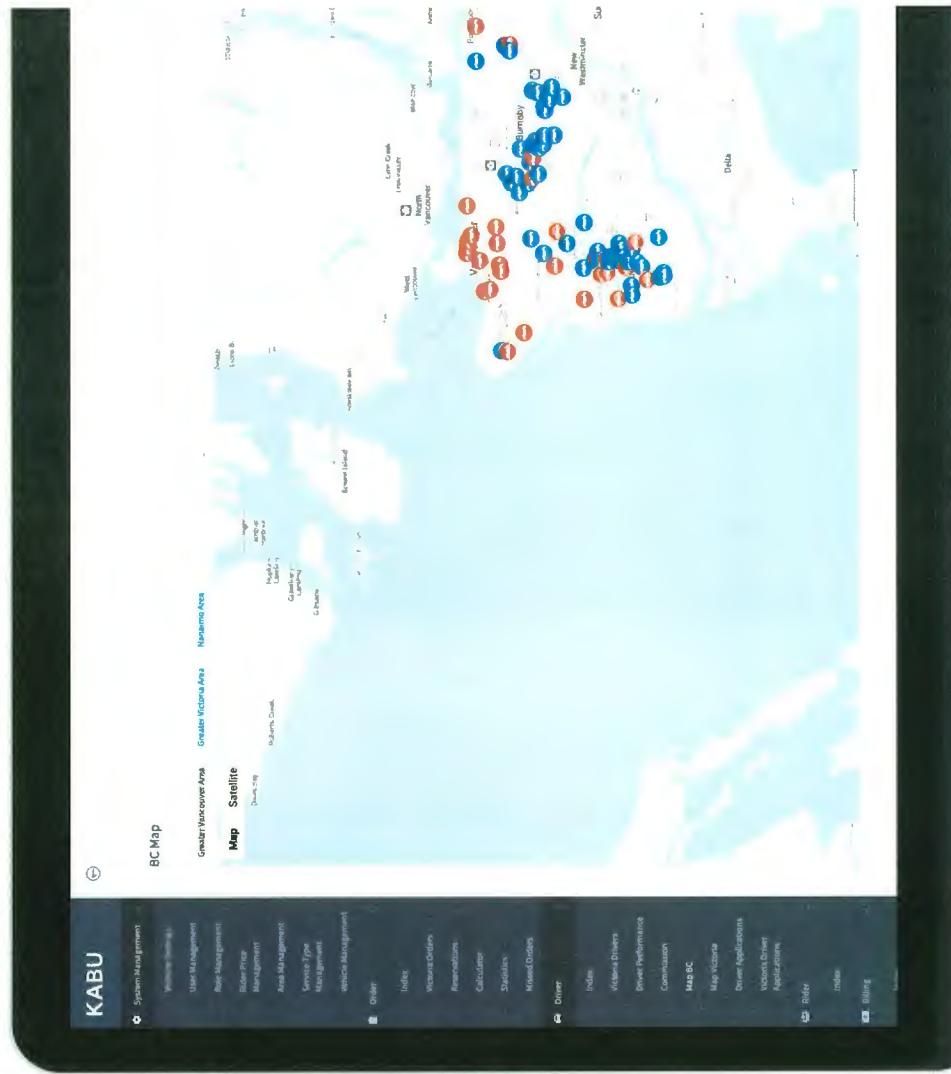
All KABU Apps are fully designed and programmed in house here in Richmond, B.C. and powered by our proprietary algorithms. This lets us match the best possible driver for any given rider. Our technology takes distance, rating, cancellations and more into account for an omni-channel view of each driver.

KABU has the unique ability to place the rider App inside other platforms like WeChat. This makes software downloads unnecessary and eases rider acquisition. And it also means our App can be easily dovetailed into any country's or culture's preferred social media channels.



Big Data

KABU analyses more than twenty data points with easy access to key data like current driver status, operational information, billing, and real-time mapping of driver position. For our community partners, this information is critical for infrastructure and logistics planning, and the data can provide new insight and suggest solutions to address transportation challenges. KABU uses this data to improve services, capture new markets and improve advertising return on investment.

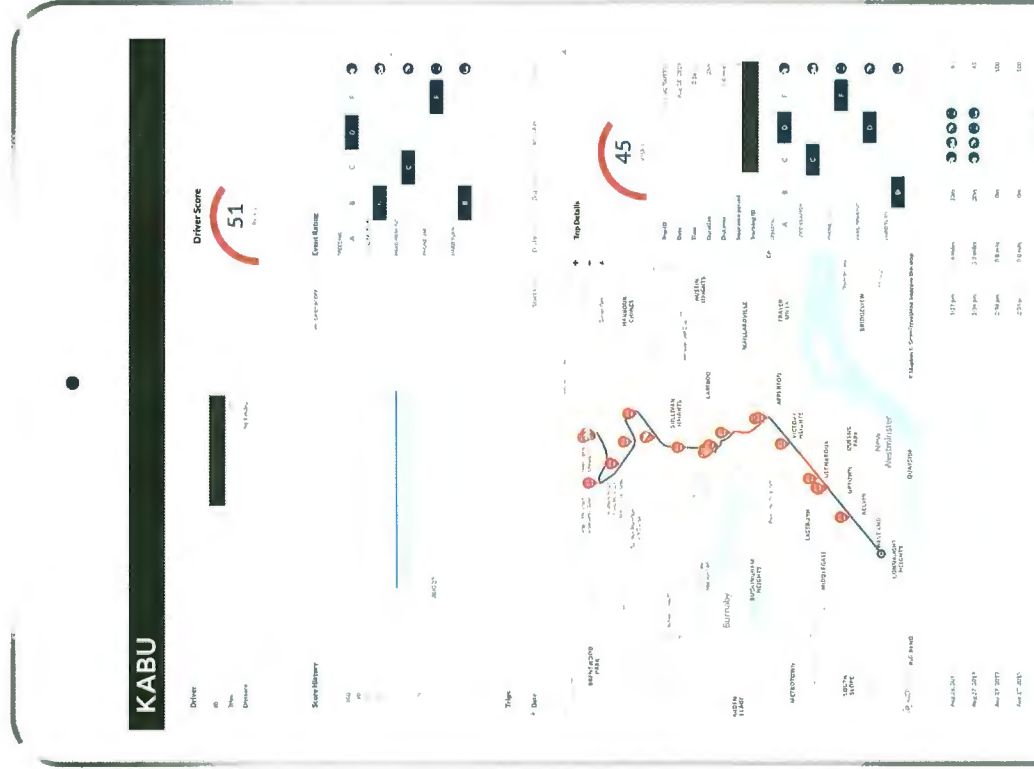


Driver Behaviour Monitor

KABU will be employing old and new technology to ensure drivers and riders are safe. From mandatory start-of-work-day, and end-of-work-day vehicle inspections recorded in log books, to a "mystery driver" monitoring program that utilizes an employee to inspect and grade drivers and vehicles randomly each week, to an industry-leading real-time driver behaviour monitor—which **checks for speeding, phone use, hard acceleration/braking/turns**—that's baked directly into our App, we have redundant checks and balances in place. These, combined with mandatory proof of Class 4 licensing, annual driver abstracts, annual criminal record checks and annual (or every 40,000 km) vehicle inspections, help to ensure no short cuts will be taken when it comes to monitoring driver performance and behaviour and rider safety.

Drivers and riders ratings systems will provide KABU with another means to monitor and measure behaviour among our customers and clients. This tool will also enable us to help avoid a situation from escalating.

An automated system will alert both KABU and drivers when renewals (for driver abstract, annual vehicle inspections, criminal record checks) are coming up, and when they've expired without being renewed.





City of Richmond

Report to Committee

To: Community Safety Committee
From: Cecilia Achiam
General Manager, Community Safety
Re: Community Bylaws Monthly Activity Report – August 2019

Date: September 12, 2019
File: 12-8060-01/20-Vol01

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – August 2019”, dated September 12, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam
General Manager, Community Safety
(4122)

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

Staff Report

Origin

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

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

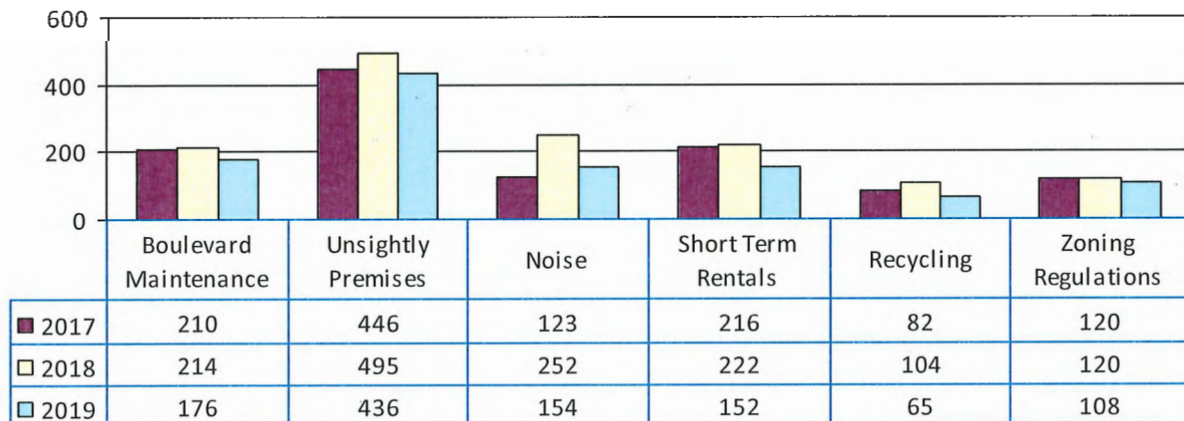
Enhance safety services and strategies to meet community needs.

Analysis

Property Use

Property Use enforcement matters are divided among several groups in Community Bylaws, Engineering, Business Licencing and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors in the Community Bylaws department. Figure 2 shows all other property related enforcement.

Figure 1: Property Use Calls For Service - August Year-To-Date Comparison



Notable in August is the high number of tickets (16) issued by Property Use staff for short-term rental offences. This reflects the time of year as August is the peak of tourist season and when staff expect to see the highest number of active legal and illegal short-term rentals.

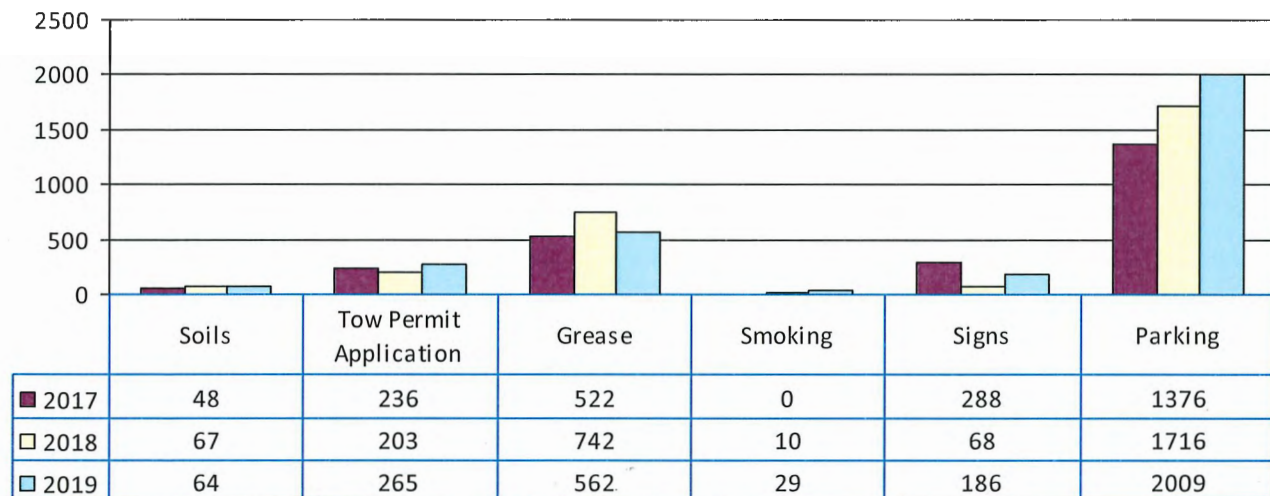
Also in August, staff received favourable results on two significant enforcement files in court. Relating to the injunction filed in Supreme Court against the owners of 11111 Bird Road, Mohinder and Baldish Sandhu were found in contempt of court and ordered to pay \$10,000 to the court as well as pay special costs to the City (estimated to be \$10,100). In another matter, the City was successful in obtaining a guilty plea on various bylaw matters from the owner of Palmer Yachts/Marina, Paul Palmer, with agreement to pay a fine of \$10,000 to the City. In both

cases, the City has to follow up to ensure the fines are actually collected and also to ensure that the parties understand that they still need to bring their property into compliance with all bylaws.

Grease

The Grease Officer remains focused on education and communication. During the month of August, the Grease Officer undertook 71 grease-trap inspections which are reflected in the cumulative total shown in figure 2. There were no violation notices issued for contraventions of the Drainage, Dike and Sanitary Sewer System Bylaw No. 7551.

Figure 2: Other Calls For Service - August Year-To-Date Comparison



Soils

The Soil Bylaw Officer continues to respond to complaints and issues of non-compliance with Soil Removal & Fill Deposit Regulation Bylaw No. 8094. The Officer continues to address issues of non-compliance on 33 properties in addition to monitoring 13 approved sites, four of which are active. There are an additional 13 soil deposit proposals under various stages of review by City staff.

During the month of August, the Soil Bylaw Officer conducted 77 site inspections and issued two violation notices for non-compliance of the Soil Bylaw and one violation notice for failure to comply with the Watercourse Protection Bylaw No. 8441. Of special note from August, the Soil Inspector identified and reported to the RCMP a site that was being used to conceal a large cache of stolen goods. In a follow up on a related property, the inspector found a house being demolished without permits and without following procedures related to hazardous goods. These sites are now being coordinated by an inter-disciplinary team (RCMP, Bylaws and Building Approvals) to address all the issues on each of the problem properties.

Dog Licencing and Patrols

During the month of August, 127 dogs were licenced. The total amount of dogs licenced to date is 7,166.

Regional Animal Protection Society (RAPS) Officers conduct monthly rotational patrols of the dikes, parks and school grounds within the City. The following were patrolled during the month of August, with an emphasis on Garry Point due to numerous dog off-leash complaints. The visual presence of bylaw enforcement officers can often lead to dog owners/walkers being more mindful with compliance and keeping their dogs on leash. As a result, the patrols, including Garry Point, resulted in no contraventions of the Animal Control Regulation Bylaw No. 7932 or the Dog Licencing Bylaw No 7138.

- Bayview Street
- Hugh Boyd Secondary
- Manoah Steves Park
- Quilchena School Park
- South Arm Park
- Steveston Village
- Terra Nova neighbourhoods
- Walter Lee Elementary
- West Richmond Community Centre
- Garry Point
- Kingswood Elementary
- McDonald Beach
- Railway Trail
- Spul'u'kwuks Elementary
- Steveston-London Secondary
- Terra Nova Rural Park
- West Dyke Trail
- Thompson Community Centre

Parking

Parking Officers continue to focus on safety and gain compliance through education and ticketing while proactively conducting their daily patrols. Construction activity and summer tourism in Steveston continue to contribute to the already existing parking challenges within the village. Construction companies working within the village have been reminded verbally and through ticketing, to adhere to the posted on-street parking regulations as Officers continue to patrol the village on a daily basis. Officers are also focused on daily patrols at designated school locations who are conducting summer school classes. For the month of August, Parking Officers issued 2,779 violations associated with various parking and stopping offences.

Figure 3: Parking Violations Issuance Comparison

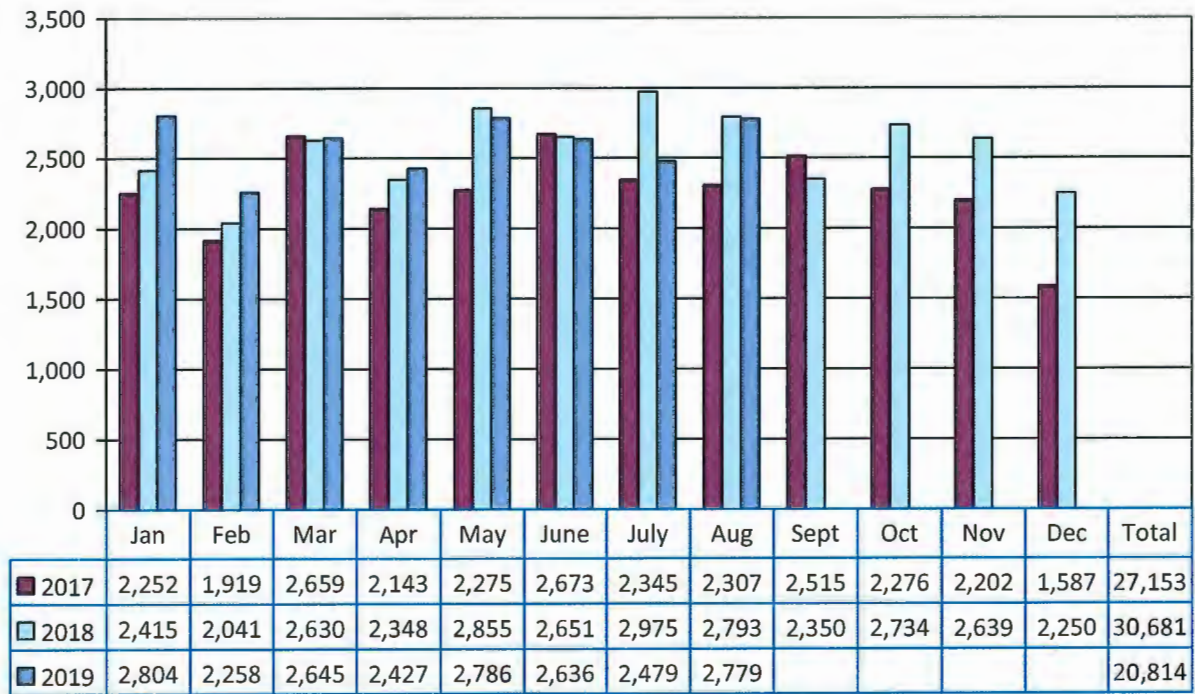


Figure 3 reflects monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

Figure 4: Consolidated Parking Program Revenue Comparison (000's)



All Enforcement Activity

While parking violations make up the majority of tickets issued by City of Richmond bylaw enforcement staff, there are a number of other categories which are of interest to the public. Table 1 shows the number of violations in parking plus those in other categories. The number of tickets issued, in areas other than parking, is not necessarily an indication of staff effort as staff are instructed to pursue compliance as the main goal which sometimes is better served with a warning instead of a ticket.

Table 1: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	August	YTD
Short-Term Rental Offences	16	41
Soil Removal & Fill Deposit Offences	3	23 ¹
Grease Trap Offences	0	7
Parking & Stopping Offences	2,779	20,814
Animal Control Offences	82	340 ²
Totals	2,880	21,225

Bylaw Adjudication

The next adjudication session is scheduled for September 17, 2019.

Revenue and Expenses

The Community Bylaws Department derives most of its revenue from parking meters, parking permits and parking violations with the remainder of revenue generated from dog licences, false alarm incidents, tow permits and other permits and bylaw fines. Figures for individual revenue types are shown in Table 2 and revenue and expenses for the three main programs within Community Bylaws is shown in Table 3.

Specifically in Table 2, revenues for the month of August, and overall are well above budget. Yearly revenue is 14% higher than budgeted, supported by revenue from August that was 20% higher than budgeted. The higher than expected revenues and lower actual expenses for each respective program is shown in Table 3. Community Bylaws' actual year to date net revenue, in comparison to budget, results in a surplus of \$560,829 as of August 31, 2019.

¹ Two tickets had not been received in time for data entry for July's report.

² 16 tickets were not received in the time for data entry for July's report.

Table 2: Department Revenue by Source

Program Revenue	Budget Aug 2019	Actual Aug 2019	YTD Budget Aug 2019	YTD Actual Aug 2019
Contract Revenue ³	0	5,000	0	40,000
Filming Revenue	0	5,715	0	19,818
False Alarm	4,442	6,100	35,533	19,109
Dog Licences	7,895	7,447	174,809	192,329
Towing Permits	1,408	2,792	12,260	17,043
Other Permits ⁴	3,346	600	29,127	40,007
Other Bylaw Fines ⁵	3,611	11,875	35,969	123,285
Parking Revenue ⁶	169,475	194,033	1,319,208	1,431,351
Receivable Income ⁷	8,297	6,079	64,579	26,061
Total Revenue	198,474	239,641	1,671,485	1,909,003

Table 3: Revenue and Expenses by Program in Community Bylaws

Community Bylaws by Program		YTD Budget Aug 2019	YTD Actual Aug 2019
Parking	Revenue	1,383,786	1,517,231
	Expenses	1,020,313	887,234
	Net Revenue (Expense)	363,473	629,997
Animal Control	Revenue	182,276	216,159
	Expenses	182,556	149,971
	Net Revenue (Expense)	(280)	66,188
Property Use	Revenue	105,424	175,613
	Expenses	771,067	613,419
	Net Revenue (Expense)	(665,643)	(437,806)
Total Net Revenue (Expense)		(302,450)	258,379

Financial Impact

None.

³ City Towing Contract with Rusty's Towing

⁴ Newspaper box and soil permit applications

⁵ Property Use and Animal control violations

⁶ Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

⁷ Receivable Income consists of Night Market Recoveries

Conclusion

August was a busy month for Community Bylaws. More tickets were issued for illegal short-term rentals, animal control and parking than are issued in a usual month. Staff also received favourable results in two prominent court cases. With these results, Community Bylaws is on track to meet budget and service level targets.



Carli Williams
Manager, Community Bylaws
And Licencing
(604-276-4136)



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



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** September 16, 2019
From: Cecilia Achiam
General Manager, Community Safety **File:** 12-8060-02-01/2019-
Vol 01
Re: Housekeeping Amendments for Traffic Bylaw No. 5870; Parking (Off-Street)
Regulation Bylaw No. 7403; Notice of Bylaw Violation Dispute Adjudication
Bylaw No. 8122; and Consolidated Fees Bylaw No. 8636

Staff Recommendation

1. That the following bylaws are introduced and given first, second and third readings:
 - a. Traffic Bylaw No. 5870, Amendment Bylaw No.10023
 - b. Parking (Off-Street) Regulation Bylaw No. 7403, Amendment Bylaw No.10024
 - c. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No.10025
 - d. Consolidated Fees Bylaw No. 8636, Amendment Bylaw No.10026

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

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<input checked="" type="checkbox"/>
Law	<input checked="" type="checkbox"/>
Transportation	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CT
APPROVED BY CAO 	

Staff Report

Origin

Staff have conducted a review of both the City of Richmond Traffic Bylaw No. 5870 (Traffic Bylaw) and the Parking (off-street) Bylaw No. 7403 (Parking Bylaw) and are proposing some minor housekeeping amendments. This report introduces new enforcement violations and conforms with current best practices for City bylaws related to on and off street parking.

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

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

This report supports Council's Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

Accountable, transparent, and responsible financial management that supports the needs of the community into the future.

5.1 Maintain a strong and robust financial position.

Analysis

The proposed amendments to the Traffic and Parking Bylaws address the need for:

- updating existing outdated clauses to reflect consistency amongst current bylaws;
- providing new regulations to enhance public safety; and
- streamlining the bylaw language for simplicity and clarity.

The amendments reflect the outcome of consultation with the Transportation Department to ensure consistency in support of the updated Bylaws.

Proposed Amendments to Traffic Bylaw No. 5870

The proposed housekeeping amendments for sections within the bylaw are to improve enforcement action and definition clarity. The proposed amendments include updated definitions and procedures as follows:

- Definition of parking permit;
- Definition of parking space;
- Removal of embedded fees referenced for on-street parking meters and parking permits; and
- Recovery of loss of revenue for parking meters and parking spaces within a metered street due to construction and/or street closure.

Moving the embedded on-street parking meter and monthly permit parking fees to the Consolidated Fees Bylaw will align the Traffic Bylaw with the Parking Bylaw so that all fees and permits for parking programs are consolidated into the appropriate bylaw.

Community Bylaws is seeking to recover revenue losses incurred by the closure of parking meters and parking spaces located within a metered street in the City of Richmond during construction of new developments. Currently the City does not charge a fee for construction closures that impact the City's parking meter revenue. These closures can range from one day to one year and have a financial impact on the expected parking meter revenue for the City. The City's monthly average parking meter revenue is \$65,000 which breaks down to approximately \$1,180 per parking meter (there are 55 meters currently in operation within the City at both on and off street locations). The City's monthly operating costs incurred to maintain the parking meters, is \$124.00 per parking meter. A street closure for a one month period due to construction, with four parking meters at that location, could result in \$4,224 per month of foregone parking revenue. Construction that requires the use of parking spaces other than for the closure of the street, accounts for a loss of \$33.00¹ per day per parking space.

Staff recommend adding the following fees as a schedule to the Consolidated Fees Bylaw to enable the fees to be adjusted annually based on projected Consumer Price Index increases.

- Loss of Block Meter Machine Revenue for temporary discontinued use of block meter machine;
On-street or Off-street block meter machine = \$100.00 per day per block meter machine;
- Removal of a Block Meter Machine = \$100.00 per block meter machine;
- Storage of Block Meter Machine = \$50.00 per month per block meter machine; and
- Loss of Parking Space on a metered street = \$33.00 per day.

Proposed Amendments to Parking Off-Street Bylaw No. 7403

The proposed amendments include definition of number plate for the Parking Off-Street Bylaw and refining the definition of impoundment to mirror the current definition in the Traffic Bylaw. Both these proposed amendments will provide clarity and consistency between the two bylaws.

Proposed Amendment to Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122

The proposed amendment would allow for fines to be issued against the existing infraction of disobeying a traffic control which exists in both the Traffic Bylaw and the Parking Off-Street Bylaw. There is currently no fine level in both bylaws regarding this infraction.

¹ \$2.50 per hour x 13 (hours of meter operation 8am to 9pm)

Proposed Amendment to the Consolidated Fees Bylaw No. 8636

The proposed amendments to the Consolidated Fees Bylaw are the addition of the following fees which are defined within this report:

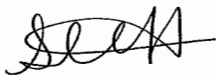
- On-street meter and monthly parking permit fees;
- Recovery of loss of on-street meter revenue; and
- Recovery of loss of parking space revenue.

Financial Impact

None.

Conclusion

The proposed bylaw amendments update existing traffic and parking regulations and provide alignment between the bylaws that govern on and off street parking.



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

SL:sl



Traffic Bylaw No. 5870
Amendment Bylaw No. 10023

The Council of the City of Richmond enacts as follows:

1. **Traffic Bylaw No. 5870**, as amended, is further amended at Section 1 – “[Interpretation]” by deleting the definition of “Parking Permit” and replacing it with the following:

“Parking Permit means a time-limited identification issued under the direction of the **Manager, Community Bylaws** which authorizes **parking** within a **permit zone**.”.
2. **Traffic Bylaw No. 5870**, as amended, is further amended at Section 1 – “[Interpretation]” by inserting the following definition in alphabetical order:

“Parking Space means a marked or un-marked portion of a **street** intended for the purpose of **parking** one **vehicle** of the size and dimensions referred to in the Manual of Uniform Traffic Control Devices for Canada (as may be amended or replaced from time to time) as a standard vehicle length (5.5 m) and length for manoeuvring (1.5 m), being a length of 7.0 m.”.
3. **Traffic Bylaw No. 5870**, as amended, is further amended by bolding the words “**parking space**” and “**street**” where they appear;
4. **Traffic Bylaw No. 5870**, as amended, is further amended at Section 12A – “[Parking in a Block Meter Zone]” by deleting subsection 12A.3 and replacing it with the following:

“12A.3 The fee payable for **parking** in **block meter zones** between the hours of 8:00 am and 9:00 pm are set out in the **City’s Consolidated Fees Bylaw No. 8636**.”.
5. **Traffic Bylaw No. 5870**, as amended, is further amended at Section 12B – “[Parking Permits]” by deleting subsection 12B.4 and replacing it with the following:

“12B.4 The fees payable for **permit decal** to validate a **parking permit** issued under subsection 12B.2 are set out in the **City’s Consolidated Fees Bylaw No. 8636**.”.

6. **Traffic Bylaw No. 5870**, as amended, is further amended at Section 42 – “[Construction Zones]” by inserting the following as new subsection 42.2A after subsection 42.2:

“42.2A In addition to the fees payable pursuant to subsection 42.2 above, the applicant for a construction zone permit must pay the following fees, if applicable:

- (a) if the use by the applicant of the portion of the **street** to which the permit applies obstructs the use and/or maintenance of a **block meter machine**, the fees as set out in the **City’s** Consolidated Fees Bylaw No. 8636;
- (b) if the use by the applicant of the portion of the **street** to which the permit applies requires the removal and storage of a **block meter machine**, the fees as set out in the **City’s** Consolidated Fees Bylaw No. 8636 and the City’s cost of such removal and storage; and
- (c) if the use by the applicant of the portion of the **street** to which the permit applies obstructs the use one or more metered **parking spaces**, the fees as set out in the **City’s** Consolidated Fees Bylaw No. 8636.”.

7. **Traffic Bylaw No. 5870**, as amended, is further amended by deleting Schedule J and replacing it with Schedule A attached hereto.

8. This Bylaw is cited as “**Traffic Bylaw No. 5870, Amendment Bylaw No. 10023**”.

FIRST READING



SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED for content by originating dept. 
APPROVED for legality by Solicitor 



City of
Richmond

Construction Zone Permit

Traffic Operations Section
6911 No. 3 Road, Richmond, BC V6Y 2C1
Email: TrafOps@richmond.ca

www.richmond.ca

Contact 604-204-8707

Temporary Occupancy of City Street

Applicant: _____ Permit No.: _____

Contact Person: _____ Building Permit No.: _____

Business Phone: _____ Fax No.: _____

Cellular No.: _____ Job Site Phone: _____

Are Block Meter Machines Located at this location: ☐ Yes ☐ No

Location of Occupancy:

Area of Street to be Occupied:

Site Plan Attached: ☐ Yes ☐ No

Bulk Container Required on Street: ☐ Yes ☐ No

Location of Bulk Container: _____

Purpose: _____ Effective Date: _____

For the Period of: _____ Between the Hours of: _____

Failure to comply with the conditions set out in this permit, on the reverse side of this application, may result in its immediate cancellation.

Applicant's Signature

Date

Title

Pursuant to application a Construction Zone Permit is hereby granted in accordance with the provisions of Traffic Bylaw No. 5870 and amendments thereto.

For City

Date

Distribution: Supervisor – Property Use Inspectors
Supervisor – Building Inspectors
Supervisor – Parking & Animal Control – Community Bylaws
Richmond RCMP – NCO i/c Traffic Section

CS - 55

It is agreed that:

1. The applicant at all times accepts full responsibility for any incident that may occur or damage that may be done to any person or property whatsoever, caused directly or indirectly as a result of the street occupancy.
2. Construction Zones are for the sole use of the applicant, any unauthorized use of the Construction Zone is to be reported to the City Parking Enforcement Officers for bylaw enforcement. Violator's vehicles may be ticketed and towed at owner's expense.
3. The Construction Zone is to be used only by commercially licensed vehicles for the purpose of loading or off loading of construction material and/or construction equipment between the street and adjacent site and not for the storage of material, equipment or parking of the workers vehicles.
4. Pedestrian safety must be safeguarded at all times and the City streets and sidewalks adjacent to the construction site shall be kept open and in clean condition, free of all materials, mud and debris during construction. The applicant may be required to install a covered walkway over the City sidewalk in accordance with the BC Building Code to ensure that pedestrian safety is not compromised.
5. Where there is on street parking adjacent to the construction site, parking may be prohibited. The City will install, remove, or alter existing signage and/or road markings at the applicant's expense. Any signs damaged, lost or stolen will be charged to the applicant.
6. Where there are block meter machines located on the street that will result in an interruption of service, fees set out in the Consolidated Fee Bylaw No. 8636 will be applicable and charged to the applicant. Any construction activity that results in the damage of block meter machines located in the construction zone will be charged to the applicant.
7. If requested by the applicant, the City will remove and store any block meter machines at the applicant's expense. .
8. A bulk container may be placed on the street in the Construction Zone only if it is determined by the City that there is no practical location on the building site for the container.
9. Only one bulk container will be allowed on the street per development site. The container must have identification of ownership clearly marked on it.
10. The container will be used for industrial and building waste only.
11. The container will be equipped with reflective devices mounted so as to be clearly visible to approaching motorists. Flasher barricades may also be required and will be at the sole discretion of the City.
12. The applicant will provide proof of General Liability Insurance of not less than \$5 Million with the City of Richmond named as additional insured.



**Parking (Off-Street) Regulation Bylaw No. 7403
Amendment Bylaw No. 10024**

The Council of the City of Richmond enacts as follows:

1. **Parking (Off-Street) Regulation Bylaw No. 7403**, as amended, is further amended at Section 3.2 – “[Traffic Control devices - Prohibitions]” by adding the following as new section 3.2.2:

“3.2.2 Every person must obey the instructions, regulations, or prohibitions contained in or upon any **traffic control device** erected or placed under the provisions of the *Motor Vehicle Act* (BC), the *Motor Vehicle Act Regulations*, or this Bylaw.”.
2. **Parking (Off-Street) Regulation Bylaw No. 7403**, as amended, is further amended at “Part Seven: Impoundment” by deleting Sections 7.1 through 7.6 and replacing them with the following:
 - “7.1 Any **vehicle** unlawfully occupying any portion of **street**, **City property**, or other public space, may upon order of any **Police Officer**, the **General Manager, Engineering & Public Works**, the **Fire Chief**, any **Bylaw Enforcement Officer**, or their designates, or any **traffic enforcement agent**, be removed to an impoundment in such a place as directed by the person issuing the order and kept there at the **owner**’s risk and expense.
 - 7.2 A **vehicle** removed to an impoundment will not be released to its **owner** until the **impounding charges** are paid.
 - 7.3 If such **impounded vehicle** is not claimed by its **owner** within 14 days of the giving of the notice of the **impounding** of the **vehicle**, such **vehicle** may be sold at public action and any monies received on its sale shall be applied, firstly, to the cost of the sale; secondly, to the **impounding charges**; and thirdly, to the recovery of any monies owed for any outstanding fines levied against the **owner** under this Bylaw. The surplus, if any, shall be sent by registered mail to the registered **owner** of the vehicle at the address shown for such **owner** in the records of the Superintendent of Motor Vehicles.
 - 7.4 Notice shall be given to the **owner** of every **vehicle** impounded under this Part 7 of the intention to sell such **vehicle** on the date set out in the notice by mailing the notice by registered mail to the registered **owner** of the **vehicle** at the address shown for such **owner** in the records of the Superintendent of Motor Vehicles as of the date of impoundment.

- 7.5 The **owner** of a **vehicle** shall incur the penalties provided for any violation of this Bylaw with respect to any **vehicle** owned by them unless at the time of such violation the **vehicle** was in the possession of some person other than the **owner** without the **owner**'s consent; but noting in this section shall relieve the operator of a **vehicle**, not being the **owner**, from incurring penalties provided for such violation.”.
3. **Parking (Off-Street) Regulation Bylaw No. 7403**, as amended, is further amended at Section 8.1 – “[Interpretation]” by inserting the following definition in alphabetical order:
- “**Number Plates** means number plates as defined in the *Motor Vehicle Act* (BC), as may be amended or replaced from time to time.”.
4. **Parking (Off-Street) Regulation Bylaw No. 7403**, as amended, is further amended at Section 8.1 – “[Interpretation]” by deleting the definition of Parking Permit and replacing it with the following definition:
- “**Parking Permit** means a time-limited identification issued under the direction of the **Manager, Community Bylaws** which authorizes **parking** within a **pay parking lot**.”.
5. This Bylaw is cited as “**Parking (Off-Street) Regulation Bylaw No. 7403, Amendment Bylaw No. 10024**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
APPROVED for legality by Solicitor

MAYOR

CORPORATE OFFICER



**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122,
Amendment Bylaw No. 10025**

The Council of the City of Richmond enacts as follows:

1. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, as amended, is further amended by adding the content of the table in Schedule A attached to and forming part of this bylaw to “Schedule – Traffic Bylaw No. 5870 (1992)” in Bylaw No. 8122 in numerical order.
2. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, as amended, is further amended by adding the content of the table in Schedule B attached to and forming part of this bylaw to “Schedule – Parking (Off-Street) Regulation Bylaw No. 7403 (2002)” in Bylaw No. 8122 in numerical order.
3. This Bylaw is cited as “**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10025**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED for content by originating Division 
APPROVED for legality by Solicitor 

SCHEDULE A to BYLAW NO. 10025

A1 Bylaw	A2 Description of Contravention	A3 Section	A4 Compliance Agreement Available	A5 Penalty	A6 Early Payment Option	A7 Late Payment Amount	A8 Compliance Agreement Discount
Traffic Bylaw No. 5870 (1992)	Period of Time from Receipt (inclusive)		n/a	29 to 60 days	1 to 28 days	61 days or more	n/a
	Failure to Obey Traffic Control Devices	11.2	No	\$70.00	\$45.00	\$95.00	n/a

SCHEDULE B to BYLAW NO. 10025

A1 Bylaw	A2 Description of Contravention	A3 Section	A4 Compliance Agreement Available	A5 Penalty	A6 Early Payment Option	A7 Late Payment Amount	A8 Compliance Agreement Discount
Parking (Off-Street) Regulation Bylaw No. 7403 (2002)	Period of Time from Receipt (inclusive)		n/a	29 to 60 days	1 to 28 days	61 days or more	n/a
	Failure to Obey Traffic Control Devices	3.2.2	No	\$70.00	\$45.00	\$95.00	n/a



**CONSOLIDATED FEES BYLAW NO. 8636,
AMENDMENT BYLAW NO. 10026**

The Council of the City of Richmond enacts as follows:

1. The **Consolidated Fees Bylaw No. 8636**, as amended, is further amended by adding the SCHEDULE - TRAFFIC set out in Schedule A to this Bylaw as a new SCHEDULE - TRAFFIC to Consolidated Fees Bylaw No. 8636 in alphabetical order.
2. This Bylaw is cited as “**Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10026**”.

FIRST READING



SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED for content by originating dept.

APPROVED for legality by Solicitor


SCHEDULE - TRAFFIC**Traffic Bylaw No. 5870**

Parking Fees

Section 12A.3, 12B.4

Description	Fee
<i>Pay Parking Fees:</i>	All rates include applicable taxes.
Block Meter Zones	\$2.50 per hour – 8:00 am to 9:00 pm
<i>Parking Permit / Decal Fees:</i>	
Parking Permit Decal	\$50.00 per calendar month, plus applicable taxes, subject to discounts of: <ul style="list-style-type: none"> • 10% for groups of 11 to 25 permit decals • 15% for groups of 26 to 50 permit decals • 25% for groups of 51 or more permit decals

Traffic Bylaw No. 5870

Construction Permit Zone with Block Meter and/or Metered Parking Spaces

Section 42.2A

Obstruction of Block Meter Machine	\$100.00 per day per block meter machine plus applicable taxes
Removal of Block Meter Machine	\$100.00 per block meter machine plus applicable taxes
Storage of Block Meter Machine	\$50.00 per month per block meter machine plus applicable taxes
Obstruction of Metered Parking Space	\$33.00 per day per metered parking space plus applicable taxes



City of Richmond

Report to Committee

To: Community Safety Committee

Date: September 16, 2019

From: Tim Wilkinson
Fire Chief

File: 09-5000-01/2019-Vol 01

Re: Richmond Fire-Rescue Monthly Activity Report – August 2019

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – August 2019”, dated September 16, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

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

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

Analysis

Community Involvement

Richmond Fire-Rescue (RFR) advances public safety awareness, education and community connections by providing valuable training activities, participation in community events and social media updates. During August staff engaged with adults, while continuing to develop effective interagency relationships and partnerships within the community.

August 2019 community events included the East Richmond Annual Community Night with approximately 500 people in attendance.

Prevention

The RFR smoking campaign titled "*the world is not your ashtray*" runs between June and September. In August 2019 there were 17 cigarette related fires in Richmond, a reduction from 54 reported fires in July 2019 (Attachment 2).

RFR staff provided onsite risk management and assisted with event pre-planning for the World Festival at Minoru Park.

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 August 2019 there were a total 811 incidents, representing a 4.2 per cent increase in calls from August 2018 (Attachment 1).

The average time on scene for RFR crews was 27 minutes; this is a decrease over the 83 minutes in 2018. This is due to the nature and severity of each call which included the large bog fire of 2018.

In August 2019 there were 51 reportable fires to the Office of the Fire Commissioner; representing a 30 per cent decrease from August 2018 as a direct result of the smoking campaign. The average figure for fires reported in August over the last five years, is 69. RFR continues to monitor fire activities to identify and create programs to respond to emerging trends.

RFR's emergency fire response goal is to maintain the fire to the room of origin. The room of origin standard is especially important in terms of fire loss, which increases some ten-fold once the fire leaves the room of origin. Fire damage and property losses during August 2019 are estimated at \$870,310. This total includes \$770,300 for building/asset loss and \$100,010 for content loss. The total building/asset and content value at risk was estimated to be \$60,555,100 and the total value preserved from damage was \$59,684,790. These numbers translate to 98 per cent of value protected (Table 1); this is the same as the 98 per cent protected value observed in 2018.

Table 1: Fire Calls By Type and Loss Estimates – August 2019						
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	2	3,010,600	75,000	744,000	50,010	3,629,590
Multi family	8	56,230,100	175,000	40,100	40,000	56,055,200
Commercial/Industrial	5	500,000	500,000	10,000	10,000	-
Outdoor	30	-	-	-	-	-
Vehicle/Vessel	6	20,300	20,300	-	-	-
Totals*	51	59,761,000	770,300	794,100	100,010	59,684,790

*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).

Significant Events

Fire crews minimized harm and limited fires to the place of origin in these notable August 2019 incidents:

- **August 6 – School fire on Smith Drive.** Crews responded to black smoke coming from the roof of a school. Crews aggressively attacked and extinguished the fire. The RCMP and Richmond School Board attended to review any damage caused by the fire. There were no injuries to staff, and the school was unoccupied at the time. A Fire Investigator attended.
- **August 8 – Residential fire on Minoru Boulevard.** Multiple RFR crews responded to a fire in a high rise. RCMP, Emergency Programs, BC Emergency Health Services (BCEHS), Translink and Fortis Gas attended to provide assistance. Crews successfully extinguished the fire and completed two full searches, finding no victims or injured parties. Damage was limited to one suite on the 14th floor. All occupants apart from two residents, who elected to remain in their suites, were evacuated. RFR Fire Investigators attended. There were no reports of injuries to occupants or RFR staff. RFR would also like to note that Cadillac Fairview (Richmond Centre Mall) staff came to the site to deliver bottled water and muffins to the evacuated residents while they were waiting to re-enter their suites.
- **August 9, 2019 – Vehicle fire on Twigg Place.** Multiple RFR crews responded to a car fire which had spread to nearby offices. RFR crews attacked and extinguished the fire and, once the majority of the fire had been extinguished, began to check for hot spots. There were no injuries reported. RCMP were on-scene to support traffic handling. A building inspector and structural engineer were requested to attend the scene. A security company remained on scene to secure the premises.

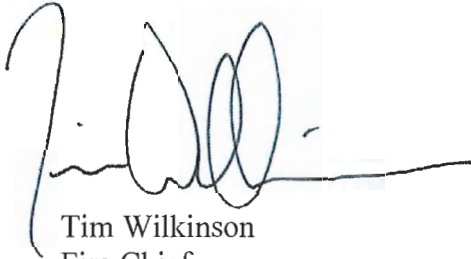
- **August 13, 2019 – Hazardous materials incident on Ackroyd Road.** RFR crews responded to reports of multiple patients experiencing dizziness, nausea and abnormal breathing, including a pregnant mother who had also been affected. The call was being treated as a potential chemical, biological, radiological or nuclear defense (CBRN) event. BCEHS and a large RCMP presence were also on scene. Upon arrival RFR assumed command and crews were tasked to gather information. Crews evacuated the remainder of the building to carry out a primary search to determine if there were any others patients. None were found, except a team of dentists performing an oral surgery, were protected in place on the 6th floor and allowed to continue their work. BCEHS crews attended to provide medical assistance. RCMP were onsite securing the block area and evacuated occupants were held in the parking lot across the street and on the second level parking area. RFR crews conducted sweeps of the building using gas and PID detection equipment. No issues were found. On investigation it was noted that several patients had eaten from a box of cookies which had been handed over to the RCMP for further investigation.
- **August 21, 2019 – Commercial property fire on No 9 Road.** RFR crews responded to a conveyor belt fire at a commercial property. On arrival power has been locked out to the belt and crews managed to extinguish the fire using a fire extinguisher. There were no injuries reported to any employees or RFR members.
- **August 21, 2019 – Hazardous materials incident on Sexsmith Road.** RFR crews responded to a large diameter natural gas line which had been impacted by construction. RFR crews evacuated local residents and protected others in-place, while monitoring for gas levels in the immediate area. Fortis Gas responded to repair the leak. RCMP and Public Works staff were onsite supporting road blockages in the immediate area. Once the leak was stopped by Fortis work crews, RFR performed a final gas check in the affected buildings with Fortis crews. Evacuated residents were allowed to re-occupy their homes.
- **August 24, 2019 – Structure fire at commercial property on Twigg Place.** RFR emergency crews responded to Twigg Place on Mitchell Island to a report of a structure fire. On arrival, crews rescued two occupants who were trapped on an exterior second floor balcony. Crews then began to attack the fire in the building. The two occupants were assessed by BCEHS crews. No RFR personnel sustained injuries and there were no further victims. The fire was extinguished and the incident commander was directed to fully secure the site until a RFR Fire Investigator could attend.
- **August 25, 2019 – Fire at commercial property on No. 9 Road.** RFR crews responded to a report of a fire in a fuel hopper. On arrival crews were directed to a 10' X 10' metal hopper with fire burning inside. An alternate recycling product was burning inside the hopper. RFR crews took command and extinguish the fire. There were no reported injuries and damage was limited to the fuel material and the metal hopper. A Fire Investigator attended.
- **August 31, 2019 – Residential Fire on Cathay Road.** RFR responded to a fire with challenging heavy smoke. Crews extinguished the fire and ensured that there was no fire extension. A Fire Investigator attended due to the size, value and smoke damage to the home. Emergency Programs staff provided assistance to the occupant who was displaced. There were no injuries reported to the public or RFR staff.

Financial Impact

None.

Conclusion

RFR's "*the world is not your ashtray*" smoking campaign continues to be successful. In 2019 the summer average of fires caused by cigarettes was 44%, a reduction over the 55% in 2018. RFR continues to monitor activities to identify and create programs to respond to emerging trends.

A handwritten signature in blue ink, appearing to read 'Tim Wilkinson', with a horizontal line extending to the right.

Tim Wilkinson
Fire Chief
(604-303-2701)

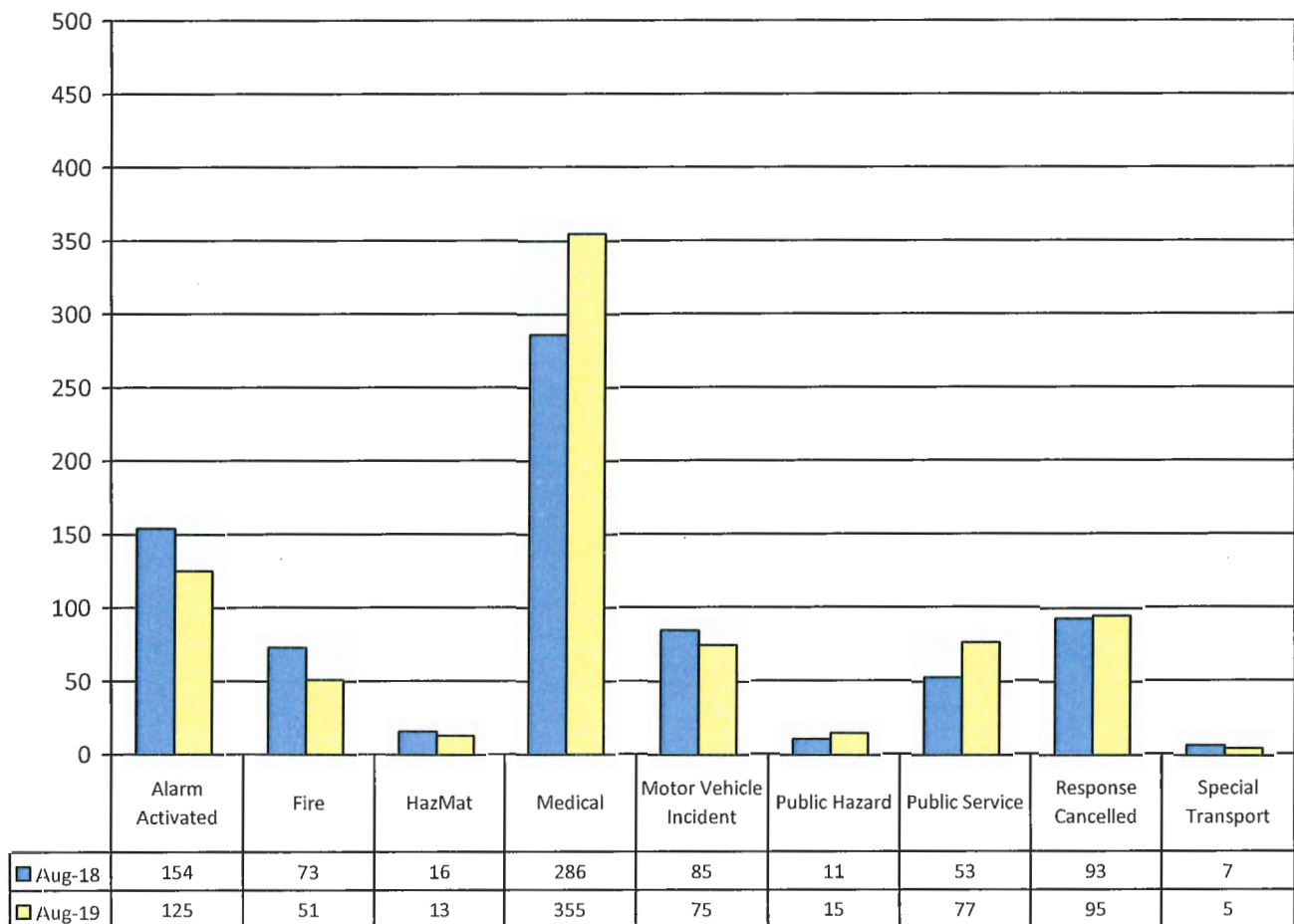
TW:js

- Att. 1: Suppression Activity, including location of August's Fire, Medical and MVIs
 2: Cigarette Fire Statistics – August 2019

Calls for Service Volumes

The following chart provides a month to month comparison regarding incidents occurring in August 2018 and 2019. In August 2019, there were a total of 811 incidents, compared to 778 in August 2018. This represents an increase of 4.2 per cent.

Table 3: August 2018 & 2019 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 44 per cent of the total emergency responses for RFR during the month of August 2019. A detailed breakdown of the medical incidents for August 2018 and 2019 is set out in the following table by sub-type. There were a total of 355 medical incidents in August 2019 compared to 286 in August 2018, an increase of 24 per cent.

Table 4a: August 2018 & 2019 Medical Calls by Type

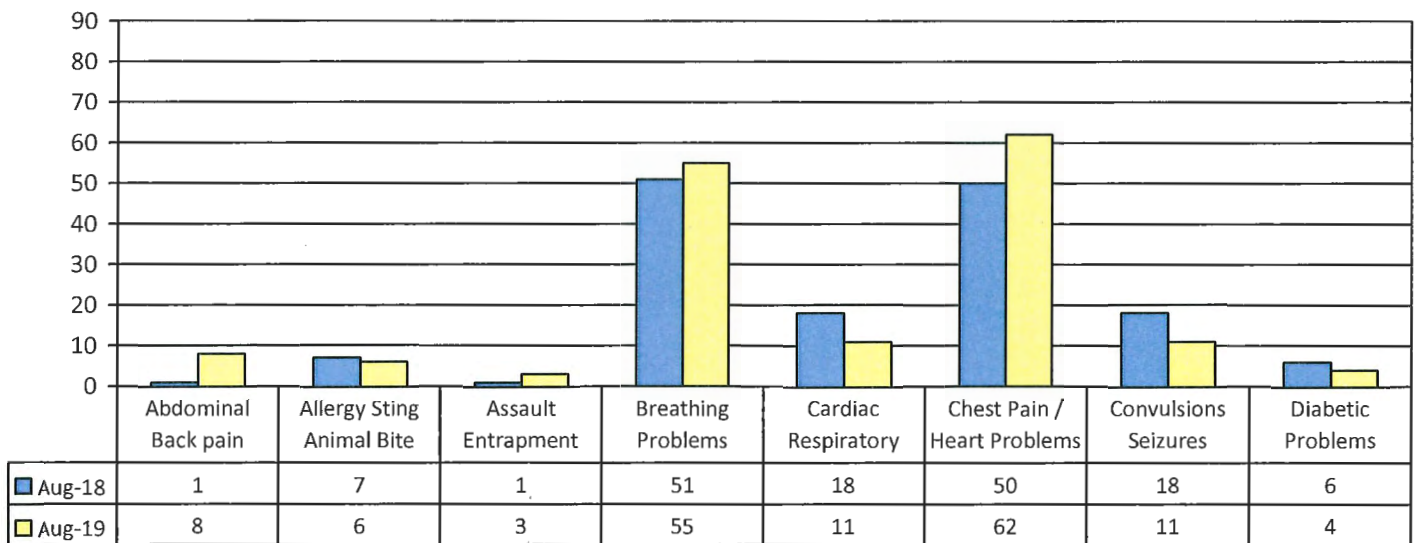
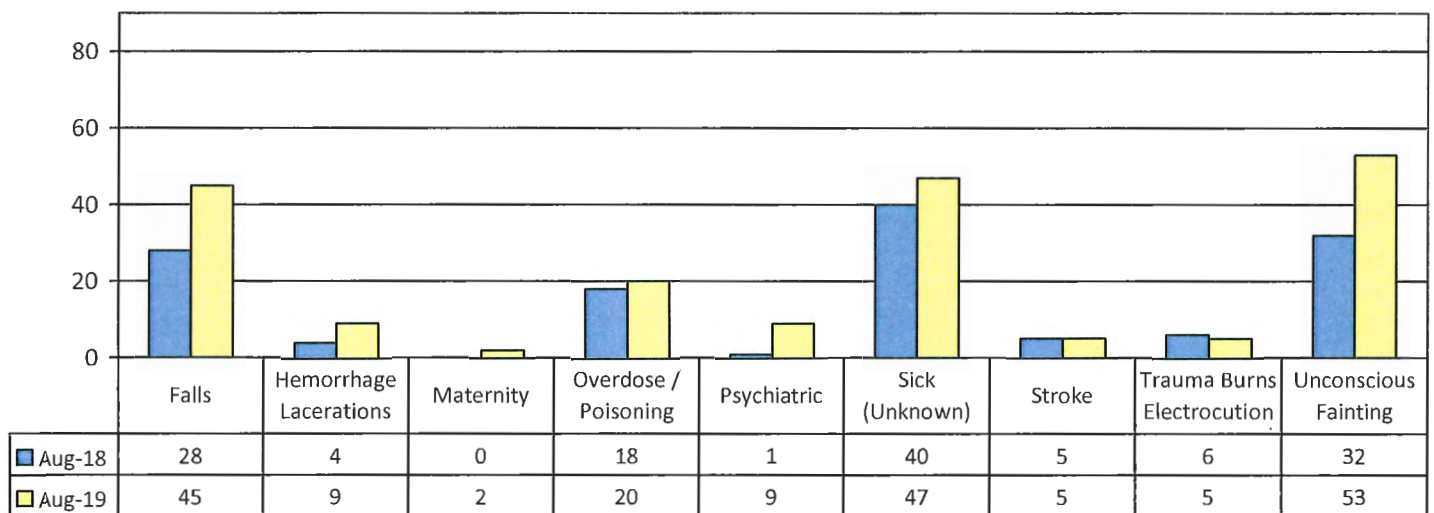


Table 4b: August 2018 & 2019 Medical Calls by Type



Fire Investigations

The fire investigation statistics for August 2019 are listed below:

Table 5: Total Fire Investigation Statistics – August 2019			
	Suspicious	Accidental	Undetermined
Residential - Single-family	1	2	-
Residential - Multi-family	-	5	2
Commercial/Industrial	-	3	2
Outdoor	3	23	4
Vehicle	-	3	3
Totals	4	36	11

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

Hazardous Materials

Table 6: HazMat Calls By Type – August 2019	
	Details
Natural Gas / Propane Leaks (small)	10
Unclassified	3
Totals	13

Figure 1: Location of reportable fires attended in August 2019 (total 51)

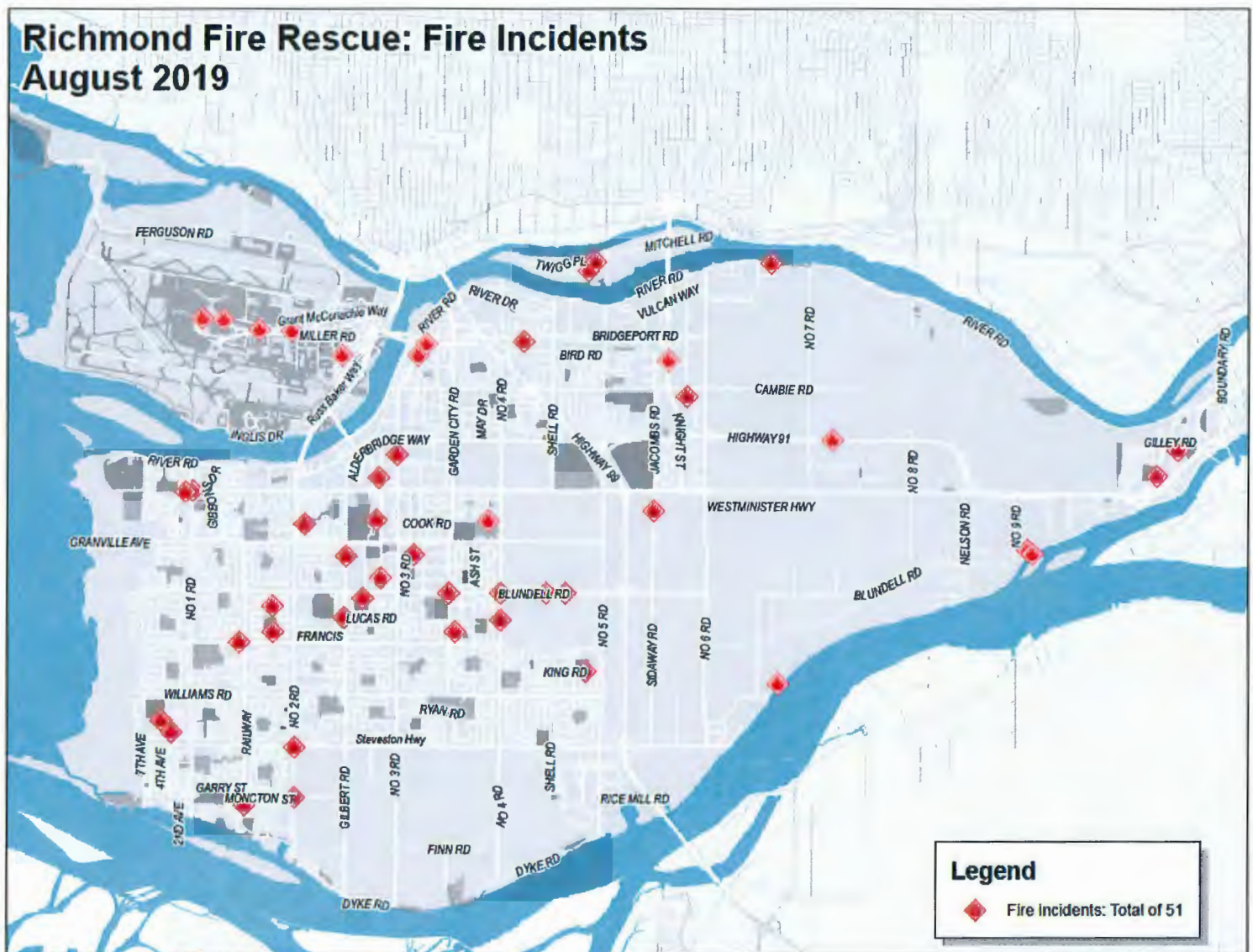


Figure 2: Location of medical calls in August 2019 (total 355)

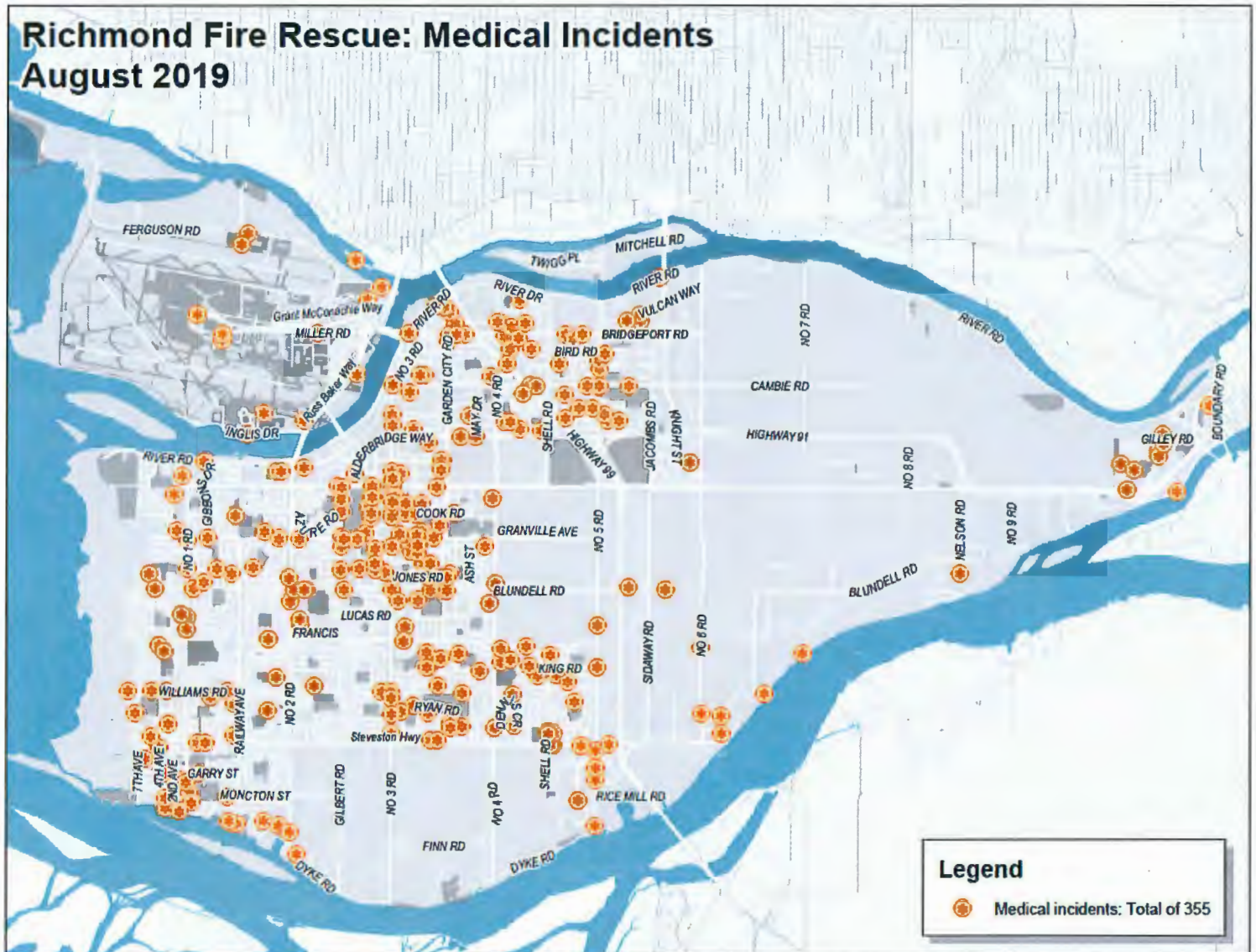


Figure 3: Location of MVI calls in August 2019 (total 75)

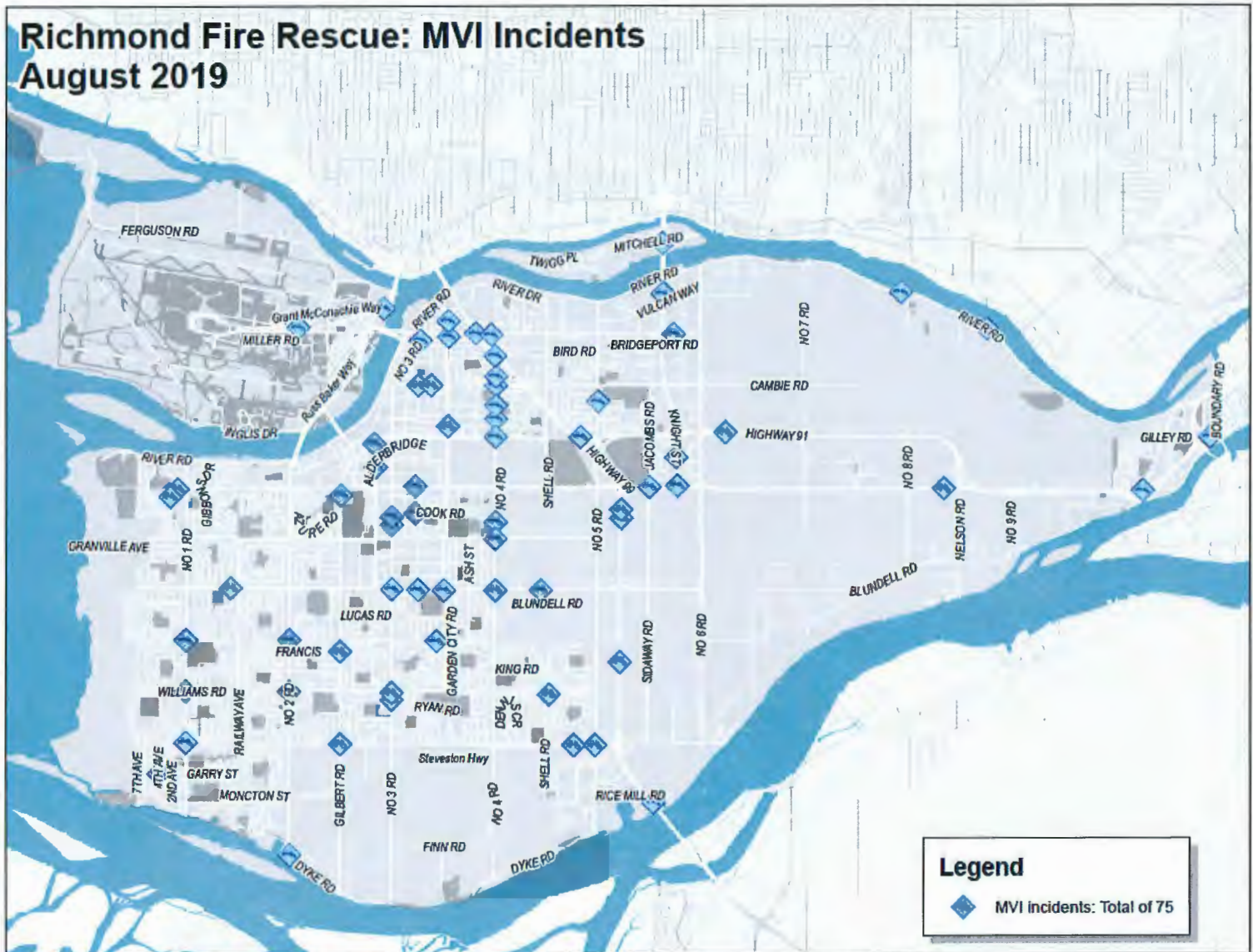


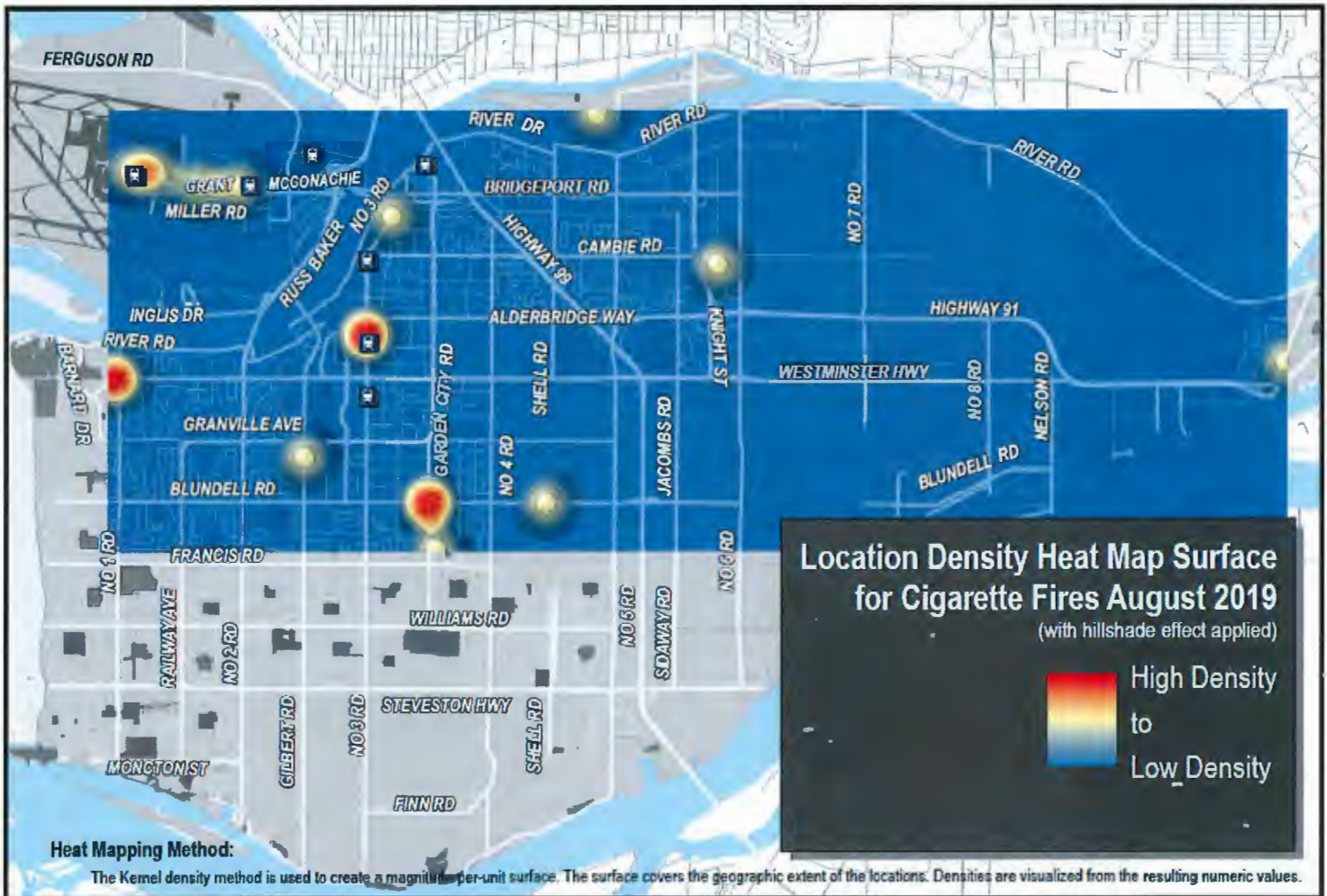
Figure 4: Cigarette Fire Statistics – August 2019

Fire Attributed to Discarded Cigarettes



Figure 5: Cigarette Fire Statistics – August 2019

Location Density Heat Map Surface for cigarette fires





City of Richmond

Report to Committee

To: Community Safety Committee
From: Tim Wilkinson
Fire Chief
Date: September 16, 2019
File: 99-Fire Rescue/2019-Vol 01
Re: **Award of Contract 6334Q - Supply and Delivery of Boots and Accessories for Richmond Fire-Rescue**

Staff Recommendation

1. That Contract 6334Q - Supply and Delivery of Boots and Accessories for an initial three year term be awarded to Associated Fire Safety Group for the estimated average annual amount of \$150,000.00, with an option to renew for two further one years terms, for an estimated total contract value of \$750,000.00 over the five year term; and
2. That the Chief Administrative Officer and the General Manager of Community Safety be authorized to execute the Contract 6334Q as outlined in the staff report titled "Award of Contract 6334Q – Supply and Delivery of Boots and Accessories for Richmond Fire-Rescue", dated September 16, 2019, from the Fire Chief.

Tim Wilkinson
Fire Chief
(604-303-2701)

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

Staff Report

Origin

The City requires supply and delivery of personal protective equipment (PPE) and uniform for firefighting staff usage. Examples of PPE and uniform items are as follows: station boots, firefighting boots, gloves, hoods, and auto extrication gloves. These items are used daily to protect firefighting staff from hazardous and toxic environments and as their day to day uniform.

This report supports Council's Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

Accountable, transparent, and responsible financial management that supports the needs of the community into the future.

5.2 Clear accountability through transparent budgeting practices and effective public communication.

Findings of Fact

Richmond Fire-Rescue (RFR) is continuously improving and refining the financial systems within the department. In this case the area of improvement is focused on requisitioning, receiving and overall quality of PPE and uniform clothing, with the implementation of these changes, RFR expects to find efficiencies and potential cost savings over the term of the contract.

RFR and WorkSafe BC recognize that cancer remains a serious health risk related directly to the role of firefighter. One area of the body currently under protected is the head and neck region. To mitigate the cancer risks, RFR introduced an improved Particulate Barrier Hoods as an enhancement to the current level of protection. The Particulate Barrier Hoods will be issued to RFR staff, with an ongoing maintenance program to support the increased PPE expenditure.

RFR has tested many different styles and brands of firefighting PPE and is currently using the models identified in the RFQ bid specifications.

Analysis

Public Tendering

A Request for Quotation (RFQ) 6334Q was prepared by staff and posted to BC Bid on June 3, 2019. Three quotations were received by the closing date from the following bidders:-

- Associated Fire Safety
- Guillevin International
- Wholesale Fire Rescue

Associated Fire Safety submitted a quotation for all 10 items specified in the RFQ. Guillevin only submitted a quotation for 3 items. Although they submitted competitive quotations, two of the products offered were not consistent with the required specification. The one item that

matched the specification (auto extrication gloves) was offered at a nominally lower price compared to the price offered by Associated Fire.

Although Wholesale Fire submitted prices for 6 items, none of the items offered were consistent with the required specifications.

Staff therefore determined that the best overall value would be realized by awarding the entire contract to the only bidder that provided a complete bid with competitive pricing and for efficiency and vendor management.

Table 1 – Associated Fire Safety - Bid Submission

Item	Associated Fire Safety (based on estimated annual usage)
HAIX Products	\$98,638
Uniform Items	\$13,344
Personal Protective Equipment	\$17,150
Total bid	\$129,132

Award Recommendation

Based on an analysis of the bids received, Staff determined that the best value for the City was to award the contract to a single vendor, Associated Fire Safety Group, who confirmed they could supply all the required items in compliance to City specifications. As an incumbent vendor, Associated Fire Safety Group has consistently demonstrated their ability to provide a high level of service and good value to the City.

The proposed contract is for a three (3) year initial term, with an option to renew for two (2) further one (1) year contract terms.

Pricing for all items specified in the RFQ will be fixed during the initial three year term. Should the City decide to exercise the option to extend the contract for a 4th year, the prices of all items will increase by 4.5%. Should the City decide to exercise the option to extend the contract for a 5th year, prices will further increase by 2%.

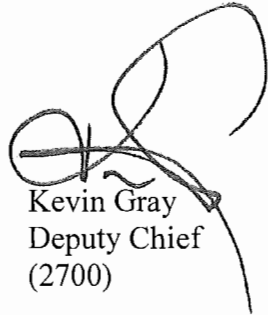
Corporate policies and procedures have been followed in the soliciting and award of this contract. The award of this contract requires Council approval, as the total amount exceeds the authorized amount under Officer and General Manager Bylaw No. 8215.

Financial Impact

Based on historical usage and expenditures for the equipment under this contract, it is estimated that the annual value of the proposed contract will be approximately \$150,000.00 with funding approved by Council in the RFR Operating Budget.

Conclusion

This report presents the proposal bid summary results for Contract 6334Q - Supply and Delivery of Boots and Accessories. It is recommended this contract be awarded to Associated Fire Safety Group, at the unit rates quoted, for a three (3) year term with the option to renew for two (2) further one (1) year terms.



Kevin Gray
Deputy Chief
(2700)

KG:kg



City of Richmond

Report to Committee

To: Community Safety Committee
From: Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment
Date: September 11, 2019
File: 09-5000-01/2019-Vol
01
Re: RCMP Monthly Activity Report – August 2019

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – August 2019”, dated September 11, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Att. 3

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 Police Statistics
3. Crime Trends Across Jurisdictions
4. Auxiliary Program
5. Block Watch
6. Community Police Station Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

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

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

Analysis

Activities and Noteworthy Files

Stolen Property

On August 8, 2019, Richmond RCMP officers accompanied City Community Bylaw officers to a property in the 18000 block of River Road to conduct an inspection. RCMP officers noticed a number of suspicious items on the property including vehicles, trailers and tools. Upon further investigation police discovered that many of the items had been stolen. The Richmond RCMP Property Crime Unit is investigating.

Cyclist Motor Vehicle Accident

On August 19, 2019, Richmond RCMP officers responded to a call of a cyclist accident at the Terra Nova Village shopping centre. A 15-year-old boy was taken to hospital with non-life-threatening injuries after being struck by a vehicle. The driver of the vehicle, which is described as a dark coloured SUV, did not remain on the scene. The incident remains under investigation.

Thefts

On August 20, 2019, Richmond RCMP issued a media release warning the public of a recent trend in the theft of catalytic converters. In addition to their high dollar replacement value, these motor vehicle parts contain precious metals. Thieves are stealing catalytic converters for resale or to recycle the parts used in their construction. Police notified the public to be on the alert for

suspicious persons who may be working underneath parked vehicles. These incidents remain under investigation.

Parking Lot Incident

On August 23, 2019, the Richmond RCMP received a complaint concerning a video shared on social media regarding an incident in the parking lot of 6140 Blundell Road. The contents of the video included a woman using racist and profane language. In consultation with the BC Prosecution Service, police determined criminal charges will not be forwarded.

Analysis of Police Statistics

In January 2019, important changes were implemented regarding the collection of Uniform Crime Reporting Survey data.¹ As a result of significant media attention in February 2017 regarding sexual assault reporting, the Canadian Centre for Justice Statistics (CCJS) and the Police Information and Statistics Committee of the Canadian Association of Chiefs of Police worked to develop recommendations for changes to police records methodology, with particular attention on classifying founded and unfounded cases. These changes will impact police statistics across Canada with effects on various crime types, not only sexual offences. The new standards classify a case as founded unless there is evidence that the offence did not occur. As a result, there has been an increase in many police/crime statistics. This change creates numerous challenges when conducting comparisons with previous years' data. The information presented in this section must be evaluated within the context of this limitation. Further analysis continues to be provided throughout the year.

Arson

In August 2019, there were three reported incidents of arson, which is half the number of incidents from the previous month. The number of arsons this month is down one incident from August 2018 and remains within the five-year average range.

Assault Serious (Assault with a Weapon)

There were seven assault serious events in August 2019, which represents a 42 per cent decrease from July 2019. The number of serious assaults this month represents a 30 per cent decrease from August 2018. The number of serious assaults this month is within the five-year average range.

Auto Theft

There were 18 auto theft incidents this month, which represents a 31 per cent decrease from the previous month and a 53 per cent decrease from August 2018. The number of auto thefts this month is significantly below the five-year average range.

¹ Statistics Canada, <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54973-eng.htm>

Drugs

In August 2019, there were 73 drug incidents, which is a 52 per cent increase from the previous month and a 36 per cent increase from August 2018. The number of drug offences this month is within the five-year average range. Year to date, drug offences are down 20 per cent when compared to the same period in 2018.

Mental Health

There were 212 mental health incidents in August 2019, which is a nine per cent increase from July 2019 and a 77 per cent increase from August 2018. For the eighth consecutive month, the number of mental health incidents is significantly above the five-year average range. Year to date, mental health-related files are up 42 per cent compared to the same period in 2018.

No patterns or trends have been identified. One high volume client was responsible for 61 calls, which accounts for 29 per cent of the incidents this month. These calls did not require police attendance. There were 77 police apprehensions this month, which is up one incident from the previous month. Hospital wait times remain within the average range.

Residential Break and Enter

There were 37 break and enters to residences in August 2019, which is a 12 per cent increase from the previous month and represents a significant 44 per cent decrease from August 2018. The number of residential break and enters this month is below the five-year average. Year to date, there has been an 18 per cent reduction in residential break and enters compared to the same period last year.

Commercial Break and Enter

In August 2019, there were 30 break and enters to businesses, which represents no change from July 2019. Commercial break and enters are down 17 per cent from August 2018 and within the five-year average range. Year to date totals are down 16 per cent from the same period in 2018.

Robbery

There were three robbery incidents in August 2019, which is down nine incidents from the previous month, during which a statistically high number of robberies were reported. This month's total is down 63 per cent from August 2018 and is below the five-year average range.

Suspects were identified and arrested in connection to robbery incidents in June and July of this year. These arrests contributed to the notable decrease observed this month.

Sexual Offences

There were 18 sexual offence files in August 2019, which represents no change from the previous month and is a 13 per cent increase from August 2018. This month's total is within the five-year average range.

No patterns or trends have been identified. Year to date, sexual offences are up 50 per cent compared to the same period in 2018. Crime analysts have identified that this is likely due to CCJS scoring changes.

Shoplifting

There were 98 shoplifting thefts in August 2019, which represents a seven per cent increase from the previous month and a 63 per cent increase from August 2018. This month, reported shoplifting thefts are above the five-year expected range. This increase is likely the result of improved detection rather than an actual increase in this crime type.

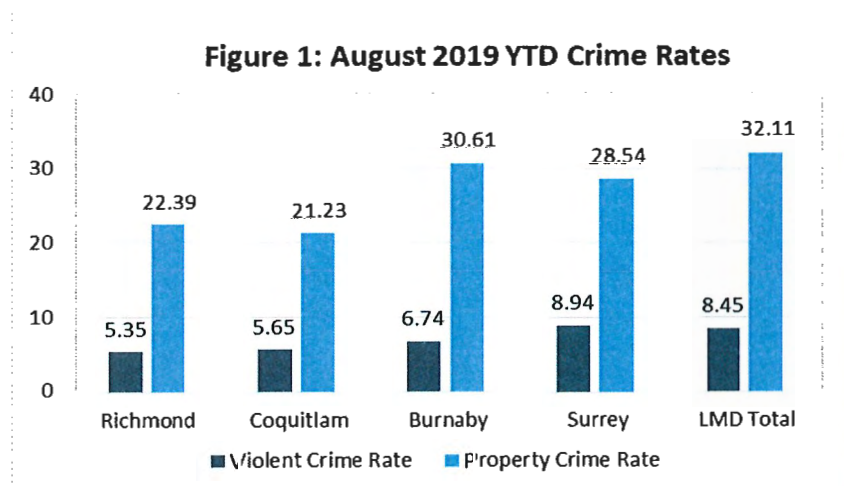
Theft from Auto

There were 161 theft from automobile incidents in August 2019, which is up 21 per cent from the previous month and represents a five per cent decrease from August 2018. The number of theft from automobile incidents this month is below the five-year average range. Year to date, there has been an 18 per cent decrease in thefts from automobiles compared to the same period in 2018.

Crime Trends across Jurisdictions

In July and August 2019 a number of municipalities in the Lower Mainland experienced an increase in catalytic converter thefts. In August 2019, Richmond RCMP and Burnaby RCMP issued media releases alerting the public of an increase in this crime type. Richmond RCMP members and volunteers have been conducting crime prevention outreach to businesses in target areas.

Data on crime rates is presented below (Figure 1).² Out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond has the lowest violent crime rate as well as the second lowest property crime rate. In addition, the property crime rate in Richmond year to date has declined almost one per cent from the same period in 2018.



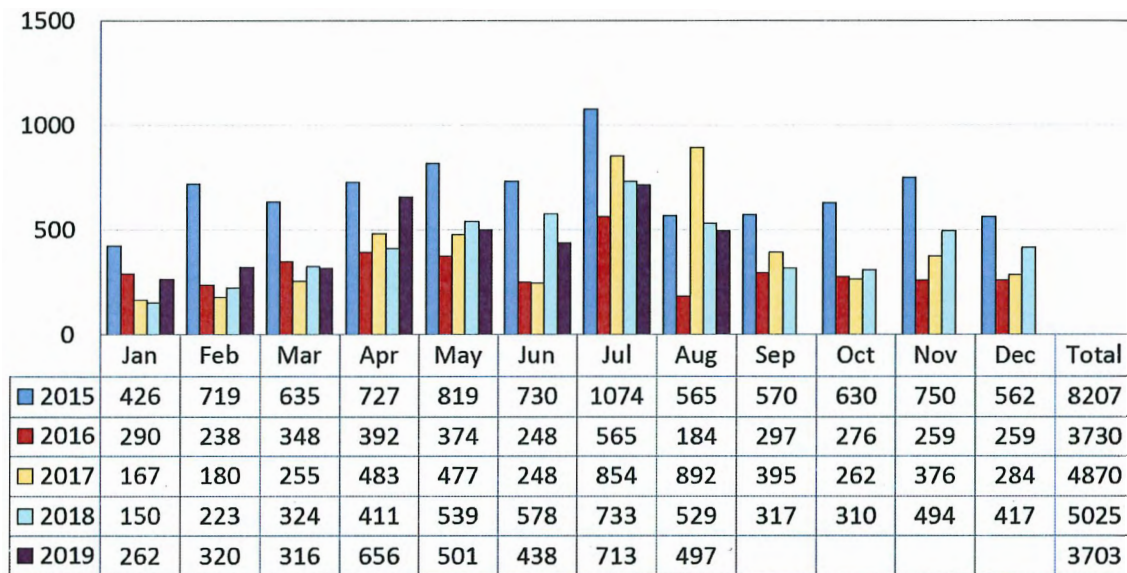
² Crime rate is calculated per 1,000 people (using 2019 population projections)

Auxiliary Program

In August 2019, Richmond Detachment had a complement of 32 Auxiliaries.³ Auxiliaries provided a total of 497 volunteer hours during the month of August.

Figure 2 compares the monthly hours of service provided from 2015 to 2019.

Figure 2: Auxiliary Volunteer Hours



Auxiliary Program Activities

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

- Bait Car
- Block Watch BBQ
- Crime Watch
- Dragon Boat Festival
- Home Security Checks
- Richmond World Festival

Block Watch

At the end of August 2019, the Block Watch program had 397 groups totaling 8,523 participants. Currently, the program includes 550 captains and co-captains.⁴

³ Previously referred to as Auxiliary Constables.

⁴ The variance from previous months' data is due to an ongoing database upgrade. Revised numbers will continue to reflect more accurate participation data.

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 pursue 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 volunteers.

During the month of August volunteer highlights included:

- The deployment of 26 volunteer foot/van patrols totalling 204 hours and 10 bike patrols, totalling 77 hours.
- 47 Fail to Stop deployments took place, which resulted in 1,694 warning letters.
- Speed Watch was conducted on 2,680 vehicles at various locations.
- August 13 – Four volunteers were accompanied by RCMP officers in the area near Horseshoe Way and Blacksmith Place for crime prevention outreach. A total of 19 businesses were visited and were given information on catalytic converter thefts.
- August 14 – Five volunteers attended the City Centre Community Centre Movie Night at Garden City Park and provided crime prevention information at the Richmond RCMP table.
- August 14 – Five volunteers assisted an RCMP member at the Cambie Summer Fun Night at King George Park. Volunteers provided information on crime prevention programs and an RCMP vehicle was on display as part of this community engagement event.
- August 20 – Three volunteers were accompanied by RCMP officers in the Ironwood business area for crime prevention outreach. A total of 30 businesses were visited and were given information on catalytic converter thefts.
- August 24 – Six volunteers and RCMP members attended the Dragonboat Festival. Crime prevention information was provided, including access to the Project 529 Bike Registry.
- August 29 – Volunteers and RCMP members attended the Kids Camp at the West Richmond Community Centre where they hosted a mini-RCMP camp for 60 children. A variety of stations were set up including fingerprinting, a role of police presentation and an up-close look at police vehicles.
- August 30 and 31 – Volunteers and RCMP members attended the Richmond World Festival and shared crime prevention information as well as registering a number of bicycles through Project 529.

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

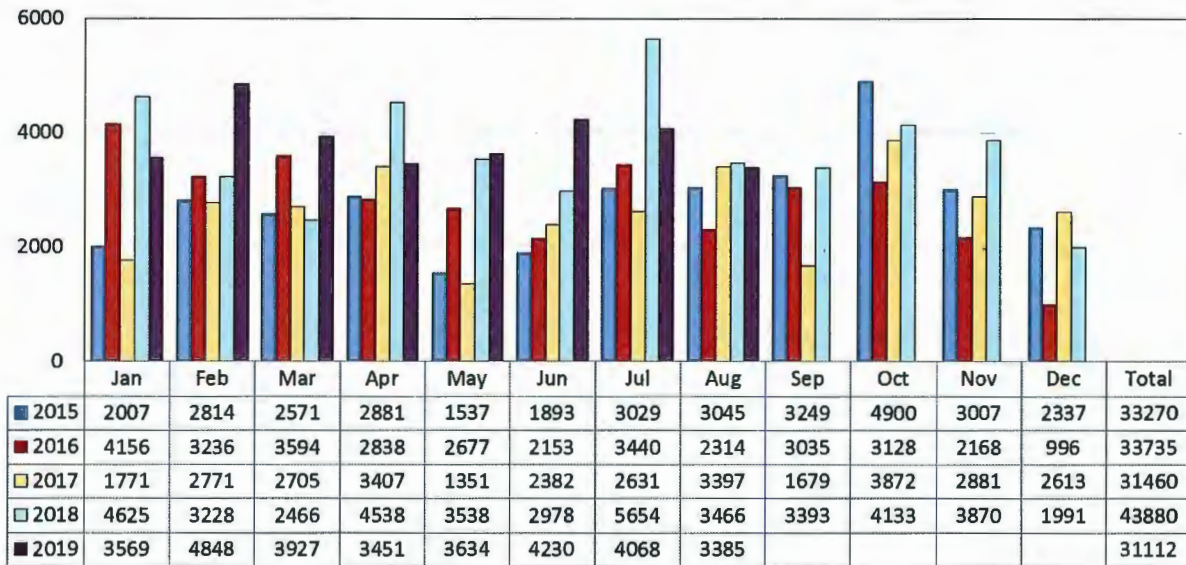
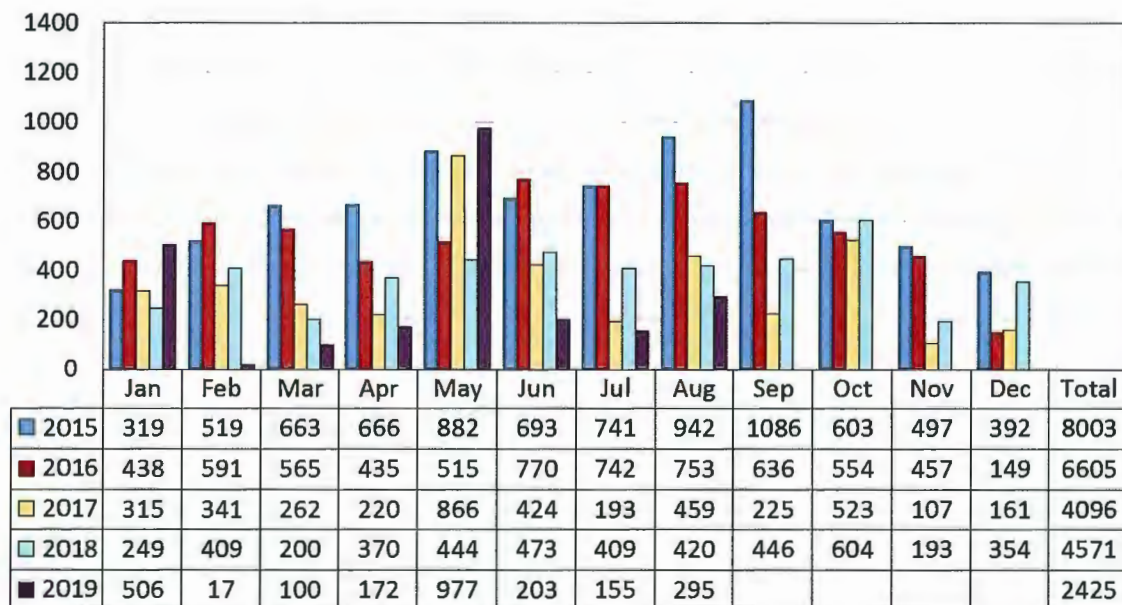
*Speed Watch*

Figure 4 provides a yearly comparison of the number of letters sent to registered vehicle 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 August, the Crime Prevention Unit participated in the following events/activities:

- ATV Patrols
- Broadmoor Patrols
- Dragon Boat Festival
- Movie Nights in Richmond Parks
- Vulnerable Institution Patrols
- Richmond World Festival

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 following statistics compare August 2019 data to both June 2019 and July 2019.

Violation Tickets were issued for the following infractions:

Table 1: Violation Tickets Issued

Infraction	June 2019	July 2019	August 2019
Distracted Driving	121	133	155
Driver License	252	259	244
Impaired	49	38	56
Intersection Offences	57	112	78
Moving Violations ⁵	189	220	232
Speeding	508	495	367
Seatbelts	6	8	6
Vehicle Related ⁶	84	65	66
Other ⁷	13	7	13
Total	1,279	1,337	1,217

Victim Services

In August 2019, Richmond RCMP Victim Services attended to 49 new clients and attended nine crime/trauma scenes after hours. The unit currently maintains an active caseload of 146 ongoing files. Victim Services responded to a number of cases involving medical-related sudden deaths, interpersonal conflict and suicides.

⁵ Moving violations refers to unsafe lane change and unsafe passing.

⁶ Vehicle related refers to vehicle defects, for example no lights and no insurance.

⁷ Other refers to miscellaneous charges including fail to remain at the scene of an accident and failing to stop for police.

Youth Section

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

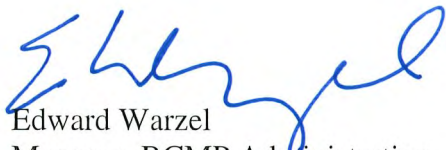
- RCMP members from the Youth Section participated in large summer camp events at a variety of locations including St. Gregory Armenian Church, McKay Elementary and West Richmond Community Centre. Youth participants rotated through different stations, which included a presentation on the role of police, fingerprinting, an up-close look at police vehicles and engaging in sports and games with police officers. Throughout the events police officers discussed cyber safety/bullying and youth mental health.
- RCMP members in the Youth Section conducted park zone traffic enforcement as well as ATV patrols.

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
2: Crime Statistics
3: Crime Maps

Auxiliary Constables

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

Block Watch

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

Distracted Driving Program

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

Fail to Stop

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

Lock Out Auto Crime

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

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

Project 529

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

Speed Watch

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

Stolen Auto Recovery

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

Volunteer Bike and Foot Patrol Program

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

AUGUST 2019 STATISTICS

RICHMOND RCMP

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

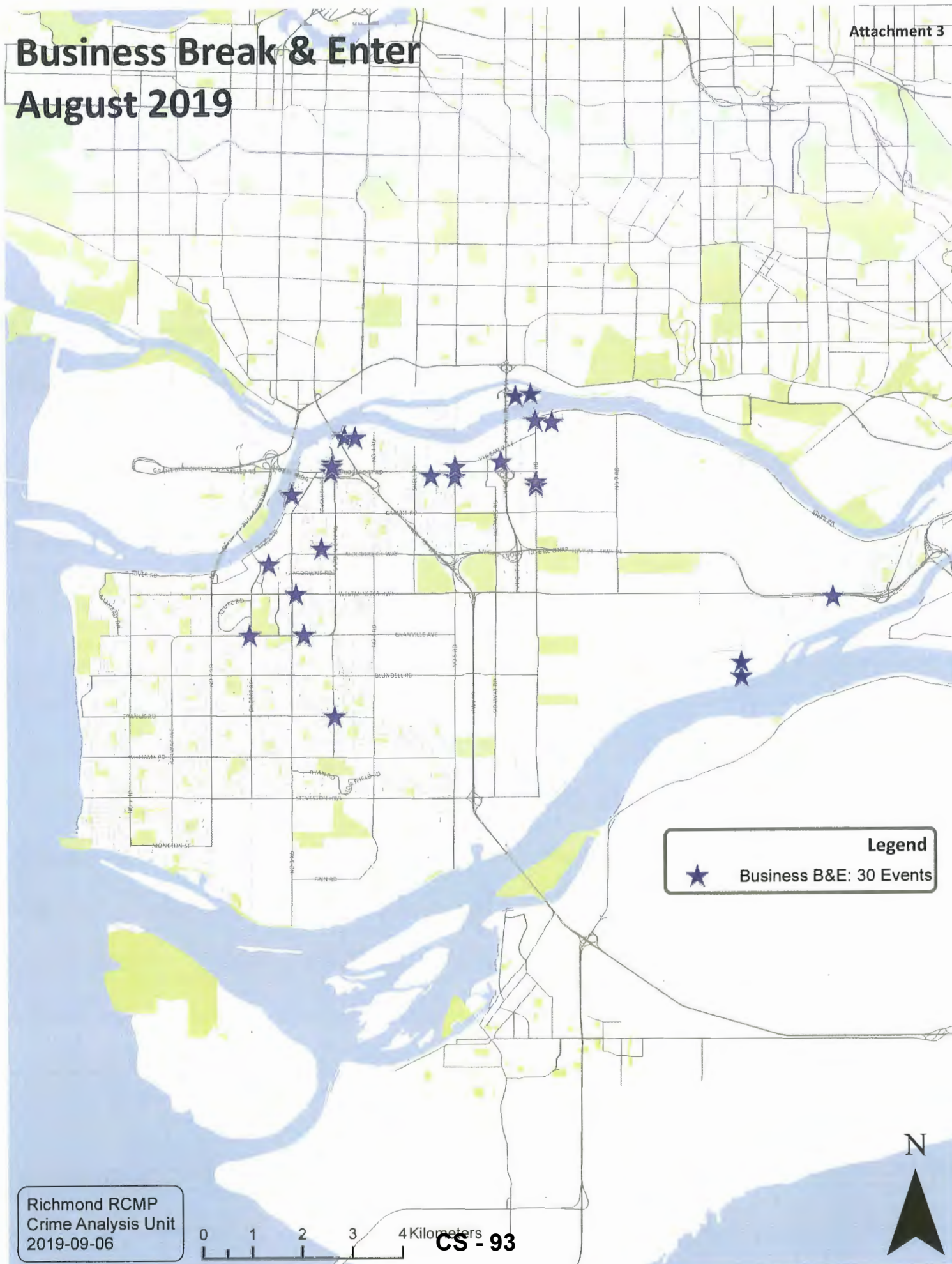
In 2019, changes were implemented regarding the collection of UCR data. The new standards provide much more stringent criteria to classify a file as unfounded. As a result, there will be an increase in many crime statistics, and clearance rates will conversely decline. This creates numerous challenges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

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

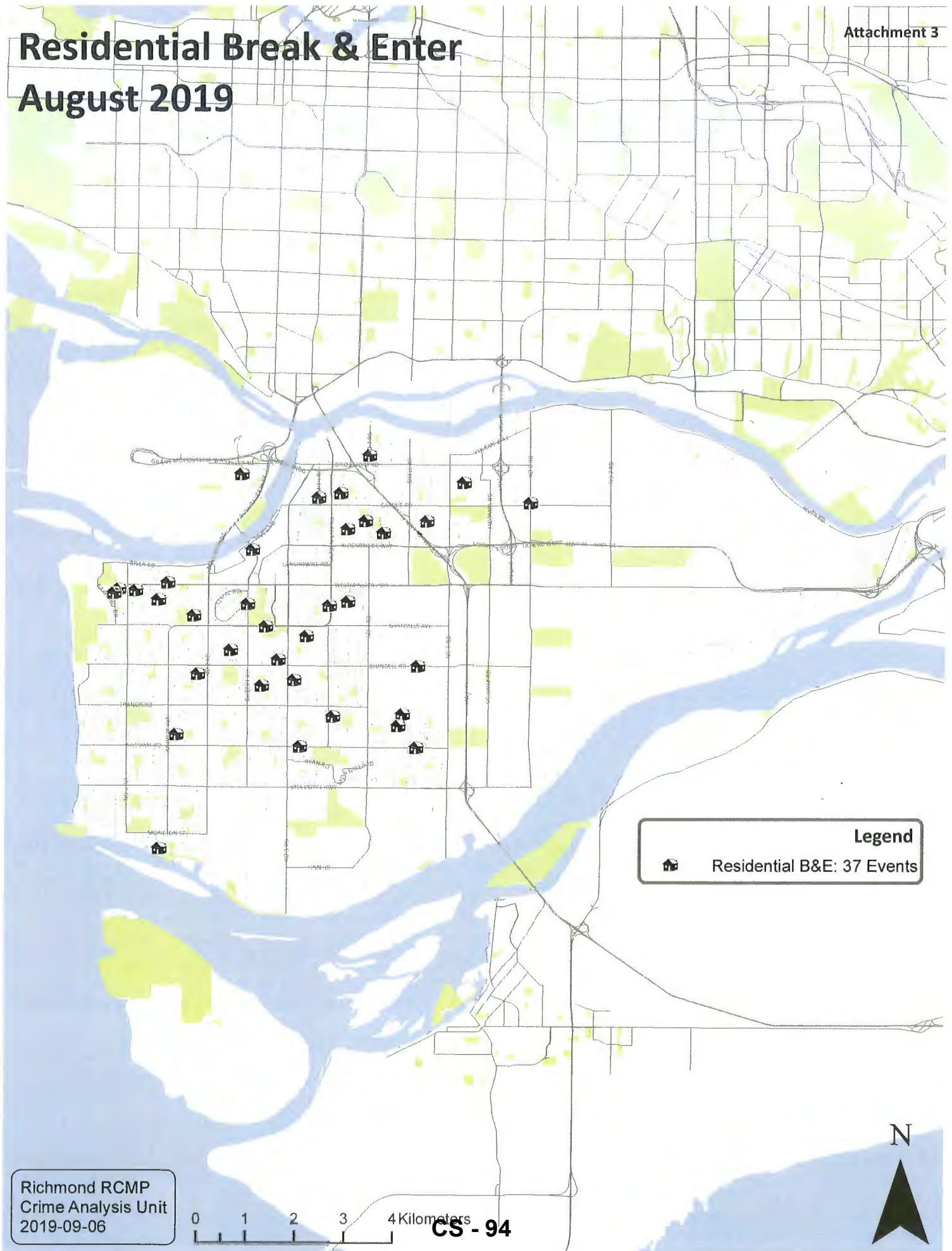
Year-to-Date percentage change is used to numbers from the prior year, but the new CCJS/UCR standards reduce the utility of this metric. 2019 YTD numbers will be biased to increase from the 2018 totals, despite any positive police action.

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Aug-19	August		2018	2019	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	130	119.2	103-136	880	1179	34%	299
Robbery <small>UCR 1610 (1-3)</small>	3	6.6	5-8	40	52	30%	12
Assault Common <small>UCR 1430</small>	55	38.4	35-42	312	423	36%	111
Assault Serious <small>UCR 1410, 1420</small>	7	11.4	8-15	94	86	-9%	-8
Sexual Offences <small>UCR 1345, 1330, 1375, 1310, 2450/555</small>	18	14.4	10-18	101	152	50%	51
PROPERTY CRIME (UCR 2000-Series Offences)	642	686.0	649-723	5097	5060	-1%	-37
Business B&E <small>UCR 2120-1</small>	30	32.0	24-40	258	218	-16%	-40
Residential B&E <small>UCR 2120-2</small>	37	55.8	45-67	484	396	-18%	-88
Auto Theft <small>UCR 2135 (1-10), 2178</small>	18	35.0	29-41	186	187	1%	1
Theft from Auto <small>UCR 2132, 2142</small>	161	183.6	163-204	1536	1260	-18%	-276
Theft <small>UCR 2130, 2140</small>	88	118.8	100-137	703	776	10%	73
Shoplifting <small>UCR 2133, 2143</small>	98	61.8	57-67	501	700	40%	199
Fraud <small>UCR 2100 (all), 2105, 2165</small>	71	64.8	58-72	575	573	0%	-2
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	242	215.4	199-232	3031	1574	-48%	-1457
Arson <small>UCR 1629, 2110</small>	3	4.4	3-5	20	24	20%	4
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1014	1020.0	984-1056	7473	7793	4%	320
DRUGS (UCR 4000-Series Offences)	73	59.4	44-75	443	353	-20%	-90
MHA RELATED CALLS (MHA files or Mental Health flag)	212	115.6	100-131	1019	1446	42%	427

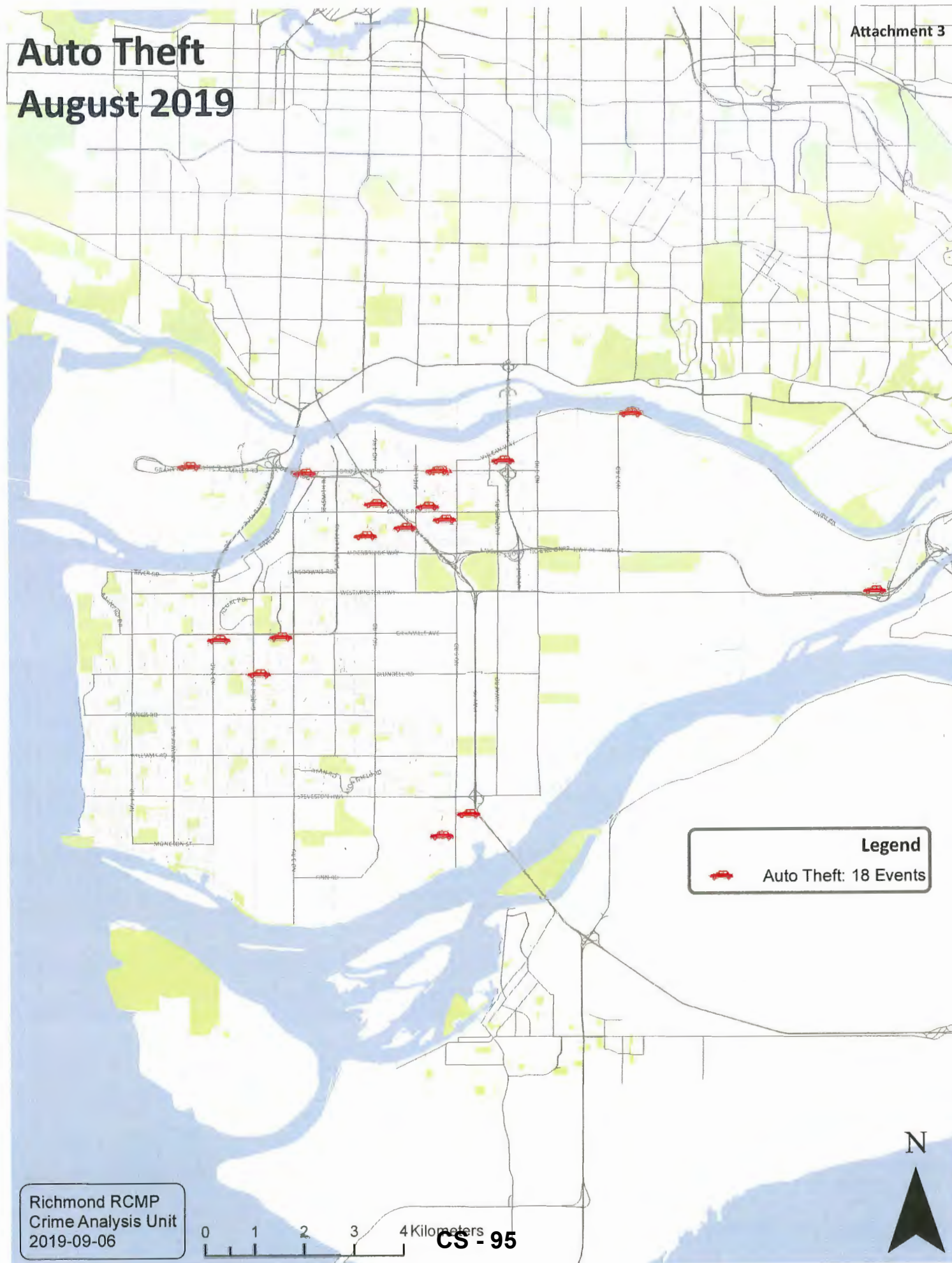
Business Break & Enter August 2019



Residential Break & Enter August 2019



Auto Theft August 2019



Theft from Auto August 2019

