



Community Safety Committee

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

**Wednesday, November 12, 2014
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-4 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on Wednesday, October 15, 2014.*



NEXT COMMITTEE MEETING DATE

Tuesday, December 9, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

LAW AND COMMUNITY SAFETY DEPARTMENT

- 1. RCMP'S MONTHLY REPORT - SEPTEMBER ACTIVITIES**
(File Ref. No. 09-5000-01) (REDMS No. 4377017)

CS-11

See Page CS-11 for full report

Designated Speaker: Supt. Renny Nessel

STAFF RECOMMENDATION

That the report titled RCMP's Monthly Report – September Activities dated October 6, 2014, from the Officer in Charge, Richmond RCMP be received for information.



Pg. # ITEM

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – SEPTEMBER 2014**

(File Ref. No.) (REDMS No. 4381069)

CS-30

See Page CS-30 for full report

Designated Speaker: Ed Warzel

STAFF RECOMMENDATION

That the staff report titled Community Bylaws Monthly Activity Report – September 2014, dated October 20, 2014, from the General Manager, Law & Community Safety, be received for information.

3. **RICHMOND FIRE-RESCUE – SEPTEMBER 2014 ACTIVITY REPORT**

(File Ref. No. 09-5000-01) (REDMS No. 4389363)

CS-37

See Page CS-37 for full report

Designated Speaker: Fire Chief John McGowan

STAFF RECOMMENDATION

That the staff report titled Richmond Fire-Rescue – September 2014 Activity Report, dated October 20, 2014, from the Fire Chief, Richmond Fire-Rescue be received for information.

4. **BC AMBULANCE SERVICE – DISPATCH PROTOCOL CHANGES**

(File Ref. No. 09-5125-01) (REDMS No. 4364121)

CS-48

See Page CS-48 for full report

Designated Speaker: Fire Chief John McGowan

STAFF RECOMMENDATION

- (1) *That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service (BCAS) dispatch protocol changes; and*
- (2) *That Council write a letter to the BC Emergency Health Services, requesting that no further changes to the BCAS Resource Allocation Plan be implemented without consultation and agreement with the City of Richmond.*

Pg. # ITEM

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

Designated Speaker: Fire Chief John McGowan

Item for discussion:

None.

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

Designated Speaker: Supt. Renny Nessel

Item for discussion:

None.

7. **MANAGER'S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Wednesday, October 15, 2014

Place: Anderson Room
Richmond City Hall

Present: Councillor Derek Dang, Chair
Councillor Linda McPhail
Councillor Ken Johnston
Councillor Evelina Halsey-Brandt
Councillor Bill McNulty

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

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on Tuesday, September 9, 2014, be adopted as circulated.

CARRIED

NEXT COMMITTEE MEETING DATE

Wednesday, November 12, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATIONS

1. (1) Josh Henshaw, Regional Vice President of Ambulance Paramedics of BC, to delegate on ambulance wait times and emergency medical services funding.

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Josh Henshaw, Regional Vice President of Ambulance Paramedics of BC, accompanied by James Towle, Regional Vice President of Ambulance Paramedics of BC, advised that Richmond is inadequately staffed with regard to the number of ambulance staff and ambulances.

Mr. Towle referenced a Union of British Columbia Municipalities' (UBCM) resolution regarding the matter, and was of the opinion that adequate staffing can ensure that ambulance response times are reduced, thereby improving patient safety.

Mr. Towle then requested Council's support in lobbying the provincial government to increase the number of ambulance staff and ambulances in Richmond.

In reply to queries from Committee, Mr. Towle and Mr. Henshaw provided the following information:

- Richmond has two ambulance stations; one is equipped with two ambulances and the other with three;
- due to the proximity of the Vancouver International Airport, ambulances in Richmond are regularly utilized for medical evacuation transfers;
- optimum ambulance response time is eight minutes and 59 seconds;
- ambulance response time depends on the number of ambulances in Richmond at any given time;
- there have been occasions where no ambulances have been available in Richmond, thus requiring an ambulance stationed in another municipality to drive into Richmond;
- Phase I of the BC Ambulance Service's (BCAS) Resource Allocation Plan was implemented, and as a result, ambulances are now dispatched to the most critical calls first; therefore, this increases ambulance wait times for less critical calls; and
- the Medical Priority Dispatch System (MPDS) has a series of questions that must be answered, which then determines the priority of the call.

Discussion ensued and Committee requested that detailed information, including figures, with regard to BCAS's staffing model be provided to Council.

Discussion further ensued and the last clause of the aforementioned UBCM resolution was read:

THEREFORE BE IT RESOLVED that the Province of BC develop an effective, well integrated, patient centered emergency response service for our citizens provided by fire and rescue services and BC Ambulance Service working together.

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In reply to further queries from Committee, Mr. Towle and Mr. Henshaw advised that it is difficult to summarize the effects of the Resource Allocation Plan as ambulance services are dynamic and carry over across multiple municipalities.

Committee emphasized the need for detailed information, including figures, with regard to BCAS's staffing model and response times.

Also, Mr. Towle and Mr. Henshaw commented on the MPDS, noting that it utilizes an algorithm, which prioritizes calls based on a series of mandatory questions; the answers to these questions determines the type of response, including whether lights and sirens are utilized, and what other resources respond, for instance police, fire, and so forth.

In reply to queries from the Chair, Mr. Towle and Mr. Henshaw advised that (i) they represent the Ambulance Paramedics of BC union, and (ii) call priority is determined by the MPDS, not by a dispatcher.

- (2) Cory Parker, President of the Richmond Firefighters Association (IAFF Local 1286), to delegate on emergency first response protocols for Firefighters and actions First Responders perform in the City.

Cory Parker, President of the Richmond Firefighters Association (IAFF Local 1286), accompanied by Michael Hurley, President of the BC Professional Fire Fighters Association, commented on recent media coverage related to the costs of firefighters attending medical calls. Mr. Parker stated that the media coverage incorrectly deems the costs of firefighters and the use of the apparatuses for medical calls as additional costs; however, he noted that these are costs already incurred as a result of regular fire-rescue activities.

Mr. Parker requested that Council lobby on behalf of Richmond firefighters to include firefighters in any new first response protocols, including how they are utilized currently and in additional ways. He spoke on fire-rescue's response time, and noted that firefighters are on shift, ready to serve the community; therefore, firefighters should continue to attend medical calls. Moreover, Mr. Parker stated that firefighters' attendance at medical calls is a value added service as they are trained, and there is little cost incurred by their attendance at medical calls. He spoke of firefighters' role at medical calls, noting that they provide essential patient care prior to the arrival and departure of an ambulance.

In reply to queries from Committee, Mr. Parker and Mr. Hurley advised that (i) as a result of new dispatch protocols, Richmond Fire-Rescue (RFR) does not respond to low acuity calls, such as an older adult that has fallen and requires assistance, and (ii) RFR hopes to enhance their level of training to that of paramedics or higher than the status quo.

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Discussion ensued and Committee noted that fire-rescue's attendance at medical calls does not incur additional costs to the City as firefighters are on shift, trained, and available to respond. The cost of fuel to attend these calls is marginal in light of the value provided to the community.

Discussion further took place regarding the need for a referral to staff to examine BCAS statistics and how RFR integrates with BCAS on medical calls and with regard to calls where RFR is not notified due to dispatch protocols. Also, it was suggested that, in light of the inaccurate information in the media, the matter be clarified to the public and that Council is proactively examining the situation.

As a result of the discussion, the following **referral** was introduced:

It was moved and seconded

That staff examine BC Ambulance Service's (BCAS) statistics with regard to how Richmond Fire-Rescue (RFR) integrates with BCAS on medical calls, and with regard to calls where RFR is not notified due to dispatch protocols.

The question on the referral was not called as discussion ensued regarding the intent of the proposed referral, and it was noted that background information will allow the City to form a position specific to Richmond.

The question on the referral was then called and it was **CARRIED**.

LAW AND COMMUNITY SAFETY DEPARTMENT

2. **UPDATE ON THE TRANSPORTATION OF DANGEROUS GOODS BY RAILWAYS**

(File Ref. No. 09-5125-01/2014) (REDMS No. 4341175)

It was moved and seconded

That the proposed Council Resolution titled Reporting on the Transportation of Dangerous Goods by Railway be submitted to the Federation of Canadian Municipalities requesting that the Federal government issue an amendment to Protective Direction 32 requiring rail companies to provide to municipalities the nature, exact volume and frequency of dangerous goods being transported.

CARRIED

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3. **RICHMOND FIRE-RESCUE – AUGUST 2014 ACTIVITY REPORT**
(File Ref. No. 09-5000-01) (REDMS No. 4359422 v. 2)

It was moved and seconded

That the staff report titled Richmond Fire-Rescue – August 2014 Activity Report dated September 25, 2014 from the Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

4. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – AUGUST, 2014**
(File Ref. No.) (REDMS No. 4343541 v. 3)

It was moved and seconded

That the staff report titled Community Bylaws Monthly Activity Report – August 2014, dated September 25, 2014, from the General Manager, Law & Community Safety, be received for information.

CARRIED

5. **RCMP'S MONTHLY REPORT - AUGUST ACTIVITIES**
(File Ref. No. 09-5000-01) (REDMS No. 4336178 v. 3)

Superintendent Renny Nessel, Officer in Charge, Richmond RCMP, commented on the number of sexual assaults, noting that he cannot discuss the matter due to ongoing investigations; however, Supt. Nessel stated that the a proactive approach from investigators has significantly affected the figures.

It was moved and seconded

That the report titled RCMP's Monthly Report – August Activities dated September 25, 2014, from the Officer in Charge, Richmond RCMP, be received for information.

CARRIED

6. **POLICE PRESENCE IN THE DOWNTOWN CORE**
(File Ref. No. 09-5000-01) (REDMS No. 4280550 v. 14)

Supt. Nessel provided background information. Also, he advised that a review of community police stations is underway, and noted that there is potential to provide enhanced services at these stations.

In reply to a query from Committee, Supt. Nessel commented on auxiliary constable and RCMP volunteer uniforms.

It was moved and seconded

That the City Centre Community Police Station located at 5671 No. 3 Road, be approved as the temporary location in the downtown core until another location is determined during the redevelopment of the downtown core.

CARRIED

5.

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7. **FIRE CHIEF BRIEFING**

(Verbal Report)

(i) Fire Prevention Week Update

Fire Chief McGowan highlighted that Fire Prevention Week was successful, noting that RFR hosted five open houses that were all well attended.

(ii) Movember

Fire Chief McGowan spoke on Movember and stated that IAFF Local 1286 raised over \$6,500 last year in support of men's health programs.

(iii) Automated External Defibrillators (AEDs)

Fire Chief McGowan advised that RFR is now equipped with pediatric cables and pads for its AEDs.

(iv) Canada Line

Fire Chief McGowan noted that RFR is working with the Canada Line on secondary repression training to ensure the safety of all commuters.

8. **JOINT BRIEFING – FIRE CHIEF & RCMP OIC**

(Verbal Report)

(i) Halloween

Supt. Nessel and Fire Chief McGowan commented on their respective operations plans, noting that additional crews and members will be on duty.

9. **RCMP/OIC BRIEFING**

(Verbal Report)

(i) Update on Sexual Assault Statistics

Please see Page 5 for discussion on this matter.

(ii) Distracted Driving

Supt. Nessel spoke of the distracted driving campaign that took place from October 10 to October 13, 2014, and noted that statistics would be presented at a future Committee meeting.

Councillor Johnston left the meeting (5:12 p.m.) and did not return.

Councillor McNulty left the meeting (5:13 p.m.) and did not return.

10. **MANAGER'S REPORT**

None.

6.

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ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:14 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 Wednesday, October 15, 2014.

Councillor Derek Dang
Chair

Hanieh Berg
Committee Clerk



City of Richmond

Report to Committee




To: Community Safety Committee **Date:** October 6, 2014
From: Rendall Nasset, Superintendent
Officer In Charge, Richmond RCMP Detachment **File:** 09-5000-01/2014-Vol
01 (14.25)
Re: **RCMP's Monthly Report - September Activities**

Staff Recommendation

That the report titled "RCMP's Monthly Report – September Activities", dated October 6, 2014, from the Officer in Charge, Richmond RCMP be received for information.


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

Att. 4

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

Staff Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This report supports Council's Term Goal #1 Community Safety:

To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.

Analysis

Below is the RCMP's Monthly Report regarding September 2014 activities.

Noteworthy Files and Activities

Cops for Cancer

Cops for Cancer Tour de Coast is a team of law enforcement and emergency services personnel, who embark on a 9 day, 900 km bicycle tour that takes the riders to the Sea to Sky corridor, Sunshine Coast, North Shore and cities in the Greater Vancouver District from Maple Ridge to Richmond. Cops for Cancer's goal is to raise funds and awareness to support pediatric research and programs that support the families. Two RCMP constables from Richmond Detachment completed the tour in support of this 8th annual community fundraising event in the fight against childhood cancer. After riding to Powell River and Whistler they returned to Richmond on September 24th a total of \$13,246.10 was raised by Richmond, and the total for the entire Tour de Coast is still being calculated, however it is already over \$200,000.

Fatal Crash on River Road

The detachment was called to the scene of a single car crash on River Road near Nelson Road on September 7th. In the 22,000 block of River Road a car had gone off the road and into the water. Two men were taken to the hospital from the crash and the person believed to be the driver of the car has died. River Road and Nelson Road were closed for a number of hours while the police investigated the crash. The Integrated Collision Analysis and Reconstruction Service (ICARS) Team was called out to assist and the investigation is in the early stages. At this time, the cause of the crash is unknown.

Anti-Semitic Graffiti

The detachment is investigating a series of hate graffiti tags found near the 4400 block of Blundell Avenue. Cases that involve the incitement of hatred are treated very seriously. When someone uses such language in a public way it victimizes the community. The detachment sent out a news release on September 19th asking the public to call if they see any criminal or suspicious activity around the community.

Emergency Preparedness Scenario

On September 9th from 10:00 – 2:00 pm, the Richmond RCMP hosted an emergency preparedness scenario in cooperation with CN Police at their rail yard on 2455 No. 8 Road south of River Road. Over 25 members of 12 different agencies and specialized units including: RCMP Explosive Device Unit (EDU), RCMP Police Dog Service (PDS), Canadian National Rail Police (CN Police) and CN Risk Management, BC Ambulance Service (BCAS), Richmond Fire Rescue (RFR), E-Comm, Transport Canada and Richmond RCMP General Duty, Road Safety Unit and Media Liaison were participating. The public and media were invited to view the reality based scenario through the news release.

The scenario was a report of an angry, recently dismissed CN employee phoning the rail yard office to advise his ex-coworkers to get out of the yard because he just planted a bomb on the property. No location or time of detonation was given and it was considered a serious and credible threat. The yard was evacuated by the rail yard supervisor and responding general duty officers set up a perimeter at River Road and No. 8 road. PDS was called to locate a possible device which was a mock device made by EDU for this scenario. BCAS and RFR staged just outside the safe zone to be ready if needed. Richmond RCMP used the combined events channel and communicated easily with BCAS and RFR.

Once PDS relayed the size of the package to EDU, the perimeter was decreased to about 150 meters where EDU staged for the operation. EDU sent their robot in to examine the device and set off several “charges” that are designed to disrupt the function of the device. Once EDU was satisfied that the device was rendered non-functioning, one of the EDU members moved in full bomb protection suit to examine what remained to ensure it was safe. Once this was done, EDU pronounced the area safe.

During the early deployment of the EDU robot, local media was assembled to take some photographs and have their questions answered by the Detachment Media Liaison officer. Their visit was timed to coincide with these activities for maximum impact and interest.

During the debriefing all participants felt the scenario went well and there were no difficulties encountered or safety issues. Transport Canada representatives stated that they were impressed with the response and with the scenario.

Community Policing

Highlights in September 2014 for Block Watch include:

- The Crime Prevention Newsletter 3rd Quarter for 2014 has been published and sent out. English and Chinese versions are available at the community police stations, the detachment’s front counter and City Hall. The English version is posted on the City’s web at www.richmond.ca/safety/police/news/crprevention-news.htm. The newsletter is emailed to anyone that has registered their email address at: www.blockwatch@richmond.ca. The newsletter will be mailed to residential break and

enter victims and their immediate neighbours and both versions are distributed to Block Watch participants throughout Richmond (Attachment 3 & 3a).

- The Business Link Newsletter is published by the Richmond RCMP – City of Richmond Crime Prevention Team. This newsletter is available in English and Chinese and is emailed on a quarterly basis to registered Richmond businesses to inform them of commercial break and enters and crime prevention techniques (Attachment 4 & 4a).
- There were 92 residential and 19 business break and enter email alerts sent during this period to registered Richmond residents and businesses. These emails inform home and business owners that a break and enter has occurred, provide crime prevention information, and direct residents and business owners to the crime prevention web pages.
- During the month, 249 residential and 21 business letters were sent to inform residents and business owners that a break and enter occurred in their neighbourhood. The letters provide crime prevention tips and web page information.
- On September 3rd advertisement for the Crime Prevention Guide was published in the *Richmond Review* announcing the guide's availability online as well as paper copies.

Richmond Detachment Stolen Auto Recovery and Lock Out Auto Crime Statistics

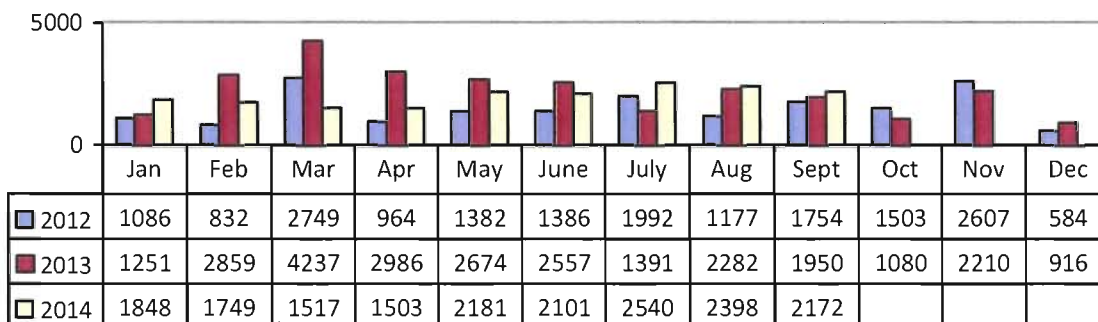
Notices supplied by ICBC are issued by a community volunteer and left on every car in a local parking lot. The notice contains the Community Police Station name, crime prevention tips, location and date of inspection, as well as a list of questions that have been checked “yes” or “no”. These notices indicate to the driver what issues need to be addressed in order to keep the vehicle safe.

Example questions:

- Does the vehicle have an anti-theft device? (e.g.: alarm, immobilizer or steering wheel-lock)
- Are there any personal belongings in plain view?
- Is the vehicle locked?
- Have all suitable steps been taken to prevent auto crime?

Figure 1 provides a comparison by year for the number of vehicles issued a notice.

Figure 1: Richmond Detachment Stolen Auto Recovery / Lock Out Auto Crime Vehicles Issued a Notice

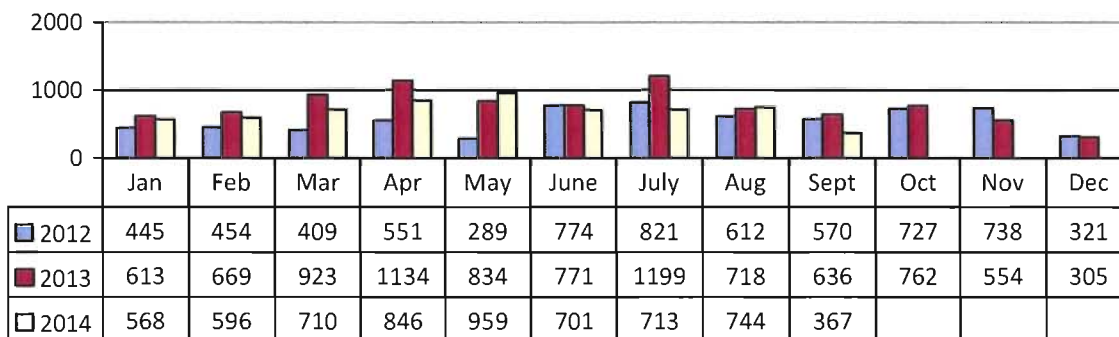


Richmond Detachment Speed Watch Statistics

Speed Watch promotes safe driving habits by alerting drivers of their speed in school zones and on roadways. Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed. The volunteers record the license plate number and the speed, and a letter is sent to the vehicle’s registered owner when there is an infraction. The letter includes the date, time, location and what the penalties would be if the driver had received a violation ticket. During September one of the Community Police Stations reader board was not operating and could not participate in Speed Watch.

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

Figure 2: Richmond Detachment Speed Watch Letters Sent



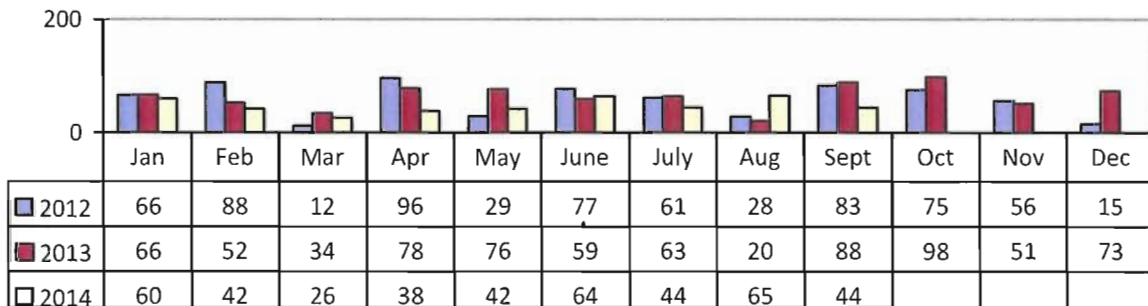
Richmond Detachment Distracted Drivers Statistics

While volunteers are doing bike/foot patrols or on Speed Watch duty, they note drivers that are on their cell phones; talking or texting, using other electronic devices, reading a newspaper, shaving or putting on makeup. The registered owner of the vehicle is sent a letter with the date, time and location. Also included in the letter is the type of driving infraction and amount the

fine would be had the driver received a violation ticket. The continuous media messages from ICBC on the radio and television regarding distracter drivers seem to be reaching the population as the volunteers are not getting as many drivers per volunteer shift.

Figure 3 provides a comparison by year for the number of letters sent.

Figure 3: Richmond Detachment Distracted Drivers Number of Letters Sent



Community Police Volunteer and Foot/Van Patrol Program

In September 2014, there were 8 bike patrols totaling 42 hours, as well as 13 foot/van patrols totaling 117 hours. The volunteers assisted the public with directions and general questions, witnessed minor vehicle collisions and offered assistance. They also reminded jaywalkers to use the crosswalks, noted any distracted drivers and used palm pilots to run license plates to see if any vehicles were stolen. During the patrols, the volunteers visited local parks and schools to make sure that everything was secure and looked for possible grow ops and abandoned houses.

Highlights in September 2014 for the Volunteers include:

- Two of the volunteers participated in a Shaw Media special on distracted drivers for the “Leave Your Phone Alone campaign” on September 5 at No 3 Road and Lansdowne Road.
- Preparing for the pedestrian/jaywalking events coming up in October and November. Volunteers received 20 boxes of reflectors from ICBC which is approximately 10,000 reflectors which have to be attached to the clip. Volunteers have been preparing these for the event.
- Held a Crime Watch meeting on September 5 to discuss upcoming changes as well as training.
- Four volunteers participated in the Business Link Program with one of the RCMP constables at car rental locations on September 10. This was spearheaded by one of the constables who wanted to build a relationship with the business owners.
- On September 13 and September 20, 13 volunteers went on a ride-a-long with Crime Watch as they will be starting a training class in late October early November. Three of the Auxiliary Constables will be mentoring the trainees.
- Eleven volunteers participated in the ICBC Speed Watch Training course on September 13.

- Project Swoop was held on September 24th which was an all day Speed Watch event. 18 volunteers participated in this event.
- A local mosque requested the Crime Watch/Van Patrol on September 12 as they were having a celebration and requested that volunteers be on hand in the parking lot while the event was on.
- The City of Richmond Transportation and RCMP Road Safety Unit requested a Speed Watch campaign at a day care located at the 23,000 block of Westminster Highway. Volunteers participated and statistics were forwarded to the City of Richmond and the Detachment's Road Safety Unit. The volunteers set up from 10:50 am to 11:45 am and had 116 vehicles go through the deployment. The top speed observed was 82 km/hr. Seven letters will be sent out for vehicles that went 10 km/hr over the speed limit.

The following table provides the speed (km/hr) and the number of vehicles that were observed driving at the rate of speed.

Speed (km/hr)	# of Vehicles
55 km or less	97
56 km	5
57 km	3
58 km	2
59 km	1
60 km	1
61 km	1
64 km	1
70 km	3
71 km	1
82 km	1

Road Safety Unit

Name	Act	Example	July	Aug	Sep
Violation Tickets	Provincial Act Offences	Speeding	1,020	809	607
Notice & Orders	Equipment Violations	Broken Tail-light	434	375	373
Driving Suspensions	Motor Vehicle Act	24 hour driving prohibition for alcohol or drugs	29	36	30
Parking Offences	Municipal Bylaw	On or off the street Municipal parking offences	9	10	10
MTI's	Municipal Ticket Information	Any other Municipal Bylaw offence	0	1	1

Victim Services

- From September 1, 2014 to September 30, 2014, Richmond RCMP Victim Services provided services to 54 new clients and attended 9 crime and trauma scenes, in addition to maintaining an active caseload of 165 on-going files.
- Victim Services provided on-going emotional support to help victims of motor vehicle crashes, property crimes and suicides. Referrals are provided for long term help.
- Victim Services assisted in providing support to victim's families of three young men that were struck by a vehicle. All victims were in serious condition and taken to three different hospital trauma units and will recover from their injuries.

Financial Impact

None

Conclusion

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



Lainie Goddard
Manager, RCMP Administration
(604-207-4767)

LG:jl

- Att. 1: Crime Statistics
2: Crime Maps
3: Crime Prevention Newsletter 2nd Quarter for 2014 (English)
3a: Crime Prevention Newsletter 2nd Quarter for 2014 (Chinese)
4: Business Link Newsletter (English)
4a: Business Link Newsletter (Chinese)



SEPTEMBER 2014 STATISTICS

This chart identifies the monthly totals for all founded Criminal Code incidents, excluding Traffic Criminal Code. 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 are included.

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

Year-to-Date percentage increases of more than 10% are marked in **red**, while decreases of more than 10% are blue. Please note that percentage changes are inflated in categories with small numbers (e.g.: Sexual Offences).

	CURRENT MONTH	5-YR AVERAGE	5-YR AVERAGE RANGE	YEAR-TO-DATE TOTALS *			
	Sep-14	September		2013	2014	% Change	Change in # of Incidents
VIOLENT CRIME (UCR 1000-Series Offences)	93	117.8	107-129	896	926	3.3%	30
<i>Robbery</i>	6	6.6	5-8	46	52	13.0%	6
<i>Assault Common</i>	26	40.4	34-47	354	316	-10.7%	-38
<i>Assault w/ Weapon</i>	8	13.6	10-17	86	92	7.0%	6
<i>Sexual Offences</i>	5	6.4	3-9	39	77	97.4%	38
PROPERTY CRIME (UCR 2000-Series Offences)	701	573.2	521-625	5068	6269	23.7%	1201
<i>Business B&E</i>	39	36.0	23-49	290	291	0.3%	1
<i>Residential B&E</i>	97	45.4	37-54	527	628	19.2%	101
<i>MV Theft</i>	32	27.6	19-36	157	254	61.8%	97
<i>Theft From MV</i>	187	163.0	129-197	1116	1930	72.9%	814
<i>Theft</i>	118	94.2	85-103	929	998	7.4%	69
<i>Shoplifting</i>	54	46.0	34-58	638	500	-21.6%	-138
<i>Fraud</i>	37	40.8	34-48	384	434	13.0%	50
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	230	179.0	160-198	1532	1713	11.8%	181
<i>Arson - Property</i>	6	7.6	4-11	34	52	52.9%	18
SUBTOTAL (UCR 1000- to 3000-Series)	1024	870	804-936	7496	8908	18.8%	1412
DRUGS (UCR 4000-Series Offences)	56	80.4	51-110	601	475	-21.0%	-126

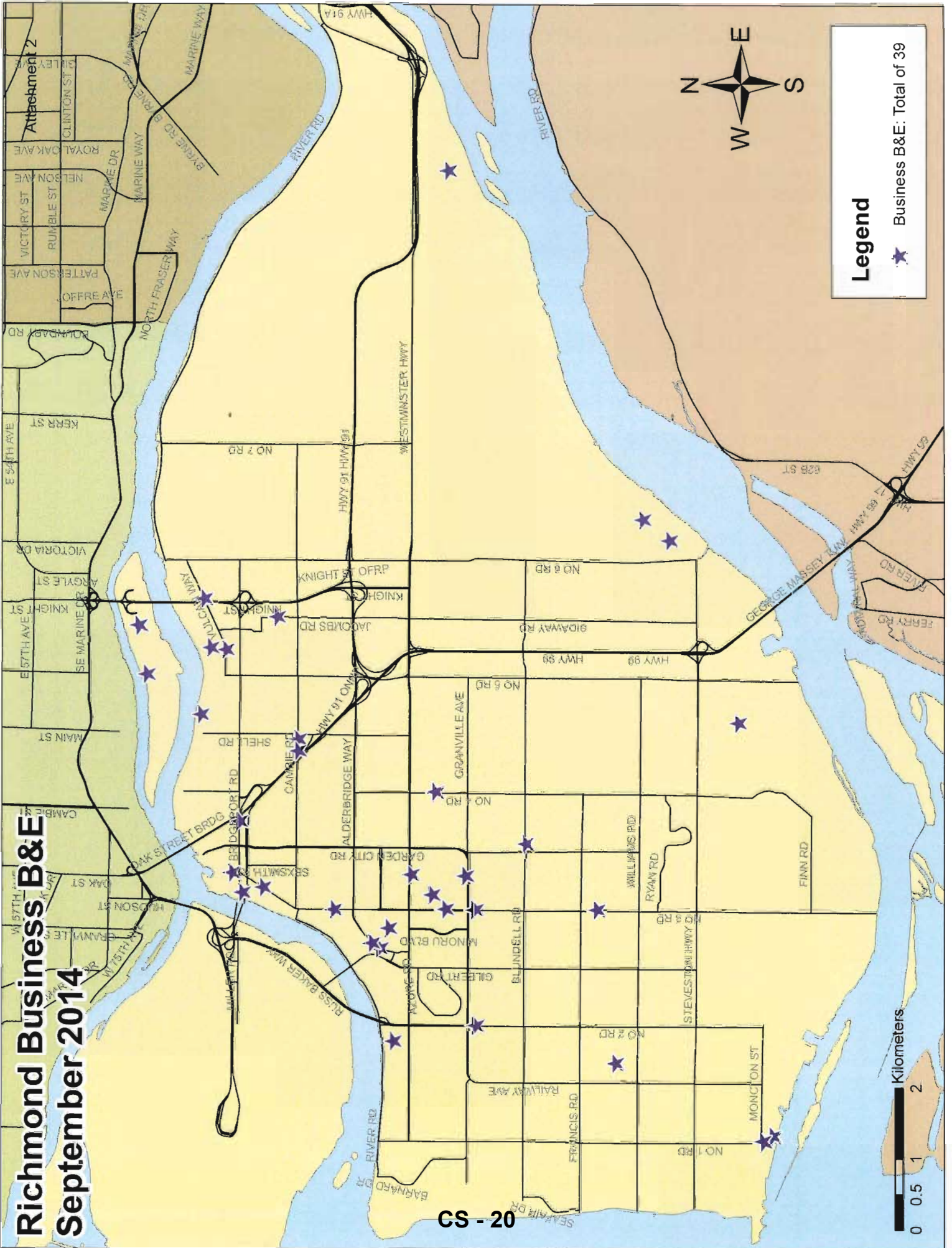
Prepared by Richmond RCMP.

Data collected from PRIME on 2014-10-22. Published 2014-10-22.

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

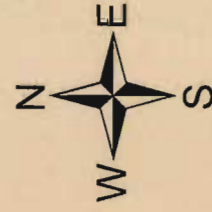
Richmond Business B&E September 2014

CS - 20



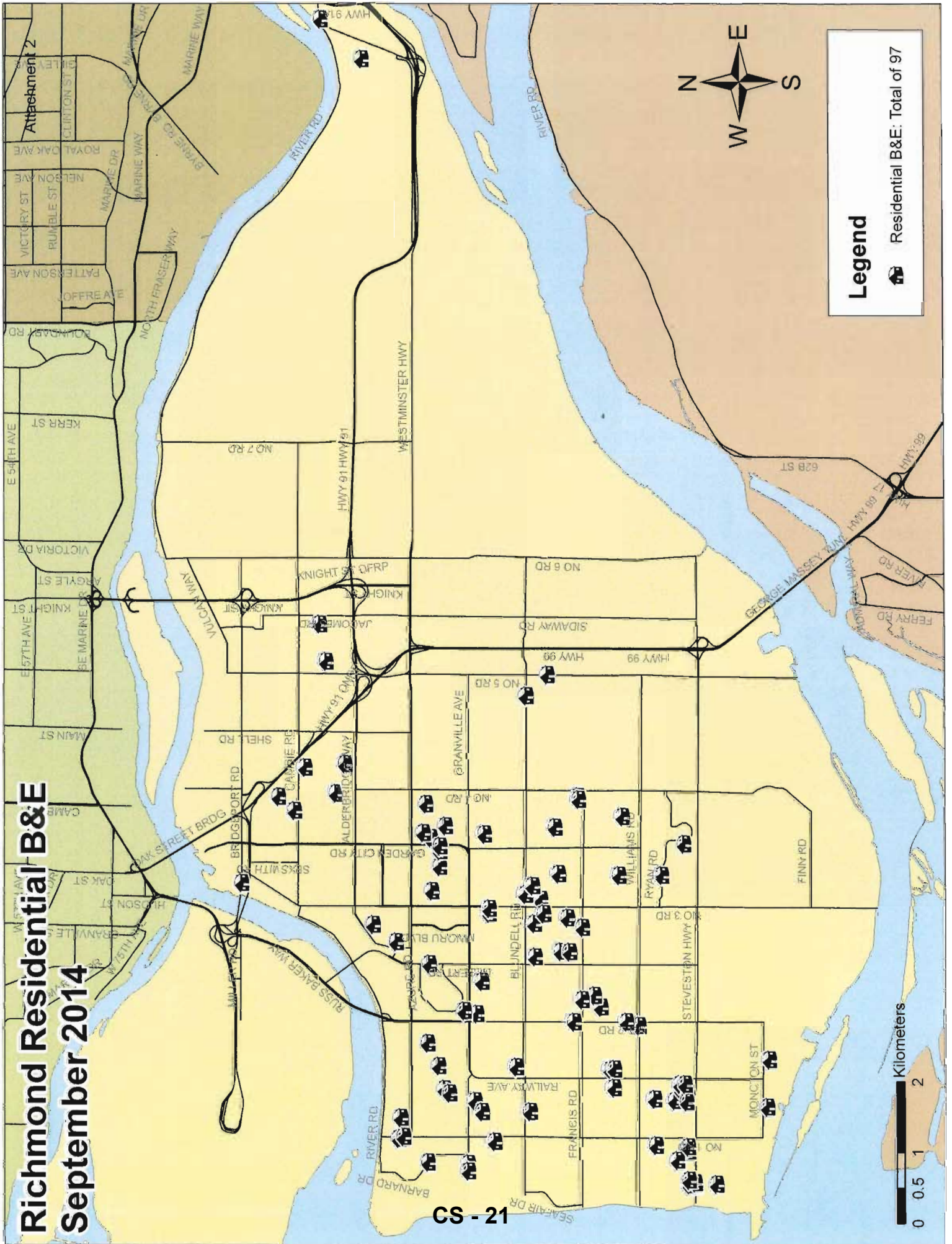
Legend

- ★ Business B&E: Total of 39



0 0.5 1 2
Kilometers

Richmond Residential B&E September 2014



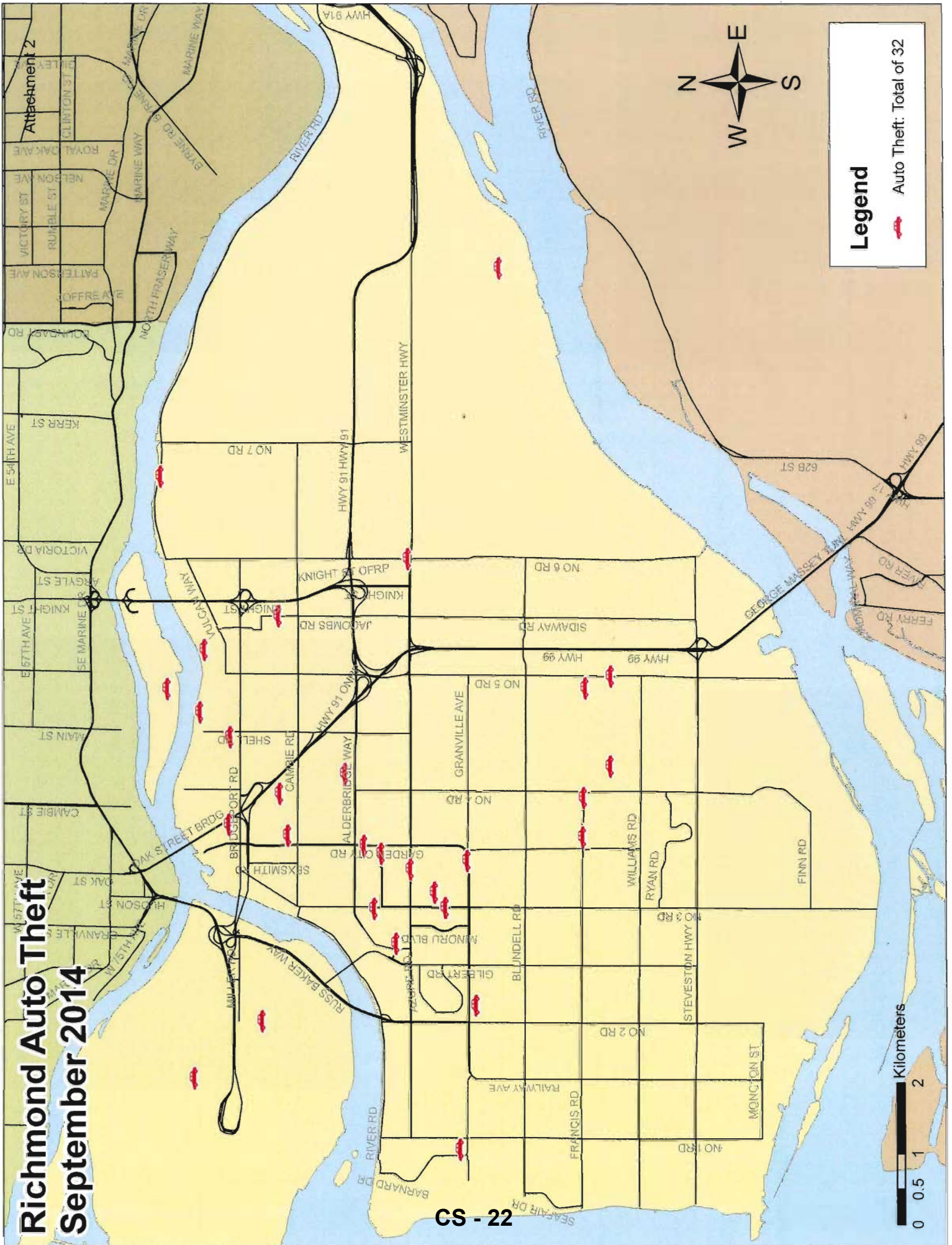
CS - 21

Legend

-  Residential B&E: Total of 97



Richmond Auto Theft September 2014



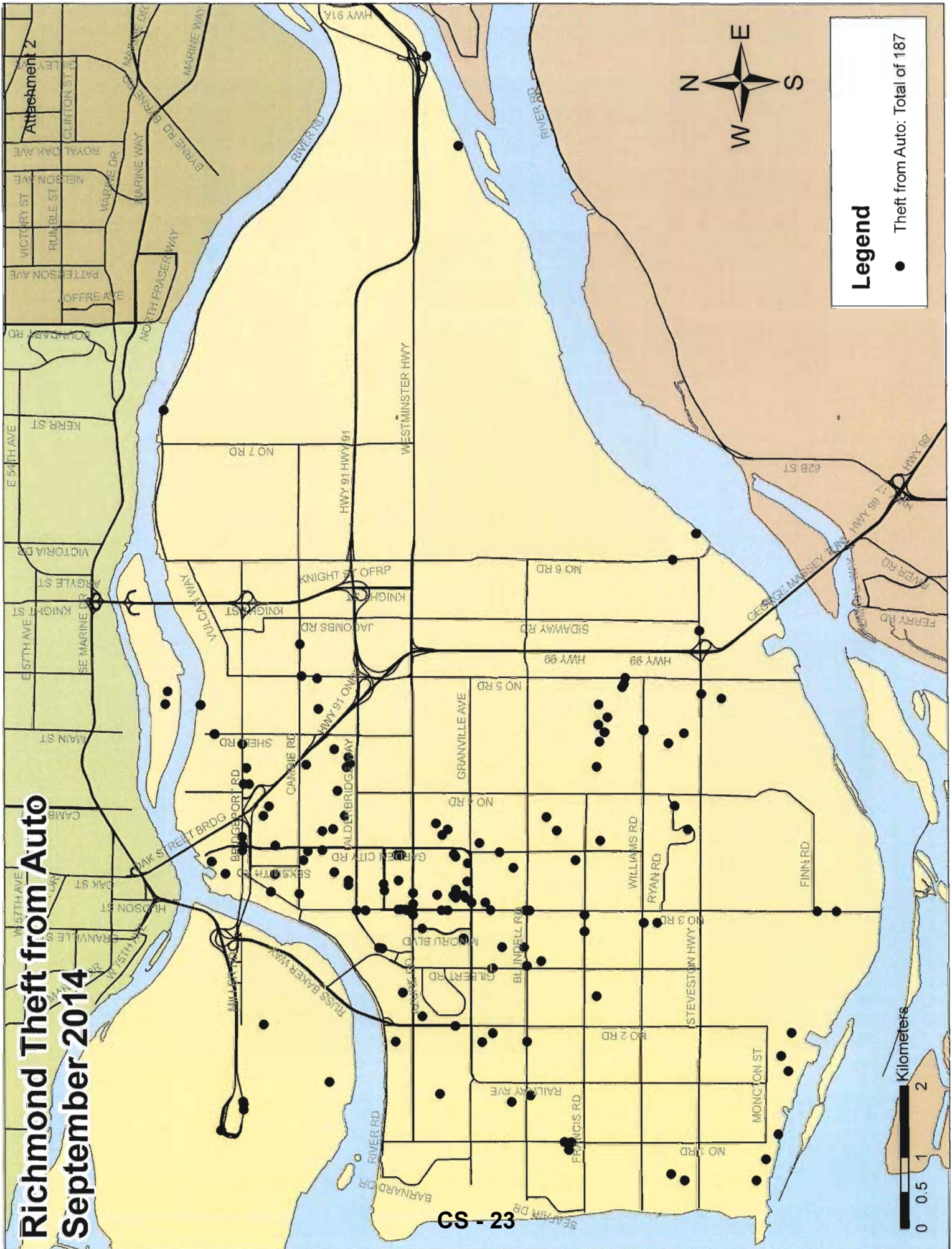
CS - 22

0 0.5 1 2
Kilometers

Legend

Auto Theft: Total of 32

Richmond Theft from Auto September 2014

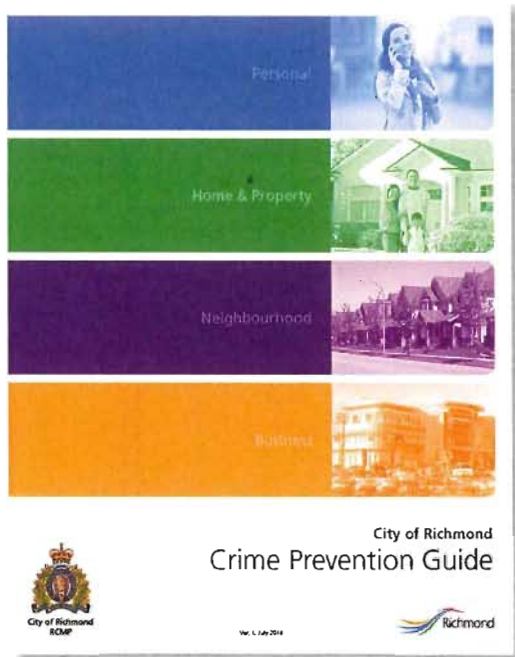


CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Crime Prevention Guide



The City of Richmond is proud to present the Crime Prevention Guide, a free community-focused guide with tips to make it easy for people to take an active role in crime prevention.

The 2014 Crime Prevention Guide provides security information and strategies on personal, home and property, neighbourhood and business.

The guide is available online at www.richmond.ca/crimeprevention and free printed copies are available, at Richmond City Hall (6911 No. 3 Road), the Richmond Community Safety Building (11411 No. 5 Road), and the community police stations (City Centre Community Police Station at 140-5671 No 3 Road – Monday to Friday 9:00 a.m. to 5:00 p.m.; Steveston Community Police Station at 4371 Moncton Street; and South Arm Community Police Station at 8880 Williams Road – Steveston and South Arm are open Monday to Friday 8:00 a.m. to 4:00 p.m.).



Distracted driving

When you're driving, leave your phone alone.

Distracted driving is the second leading cause of car crash fatalities in B.C. You're four times more likely to crash when talking on a hand-held phone while driving, and 23 times more likely to crash if you text while driving.

Using your phone while driving means you're distracted. It makes it harder to drive straight, follow at a safe distance and react appropriately to unexpected situations.

Tips for safe mobile phone use

Ignore your phone. Let calls go to voicemail, reply to text messages later. No call or text is worth risking your or other's lives.

Break the bad habit. Turn off your phone while driving or leave your phone in the trunk so you won't be tempted to look at it while driving.

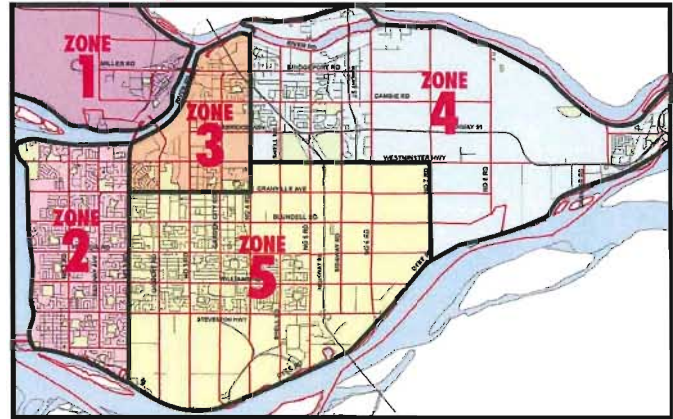
Use both hands on the steering wheel. Use Bluetooth, a headset or speakerphone instead.

Stop driving. If you have to take the call, pull off the road and park somewhere safe.

Richmond Residential Break and Enters

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Jan 2014	2	24	13	5	34
Jan 2013	0	28	13	10	42
Jan 2012	0	17	6	4	26
Feb 2014	0	14	19	11	23
Feb 2013	0	16	12	6	35
Feb 2012	0	18	5	6	19
Mar 2014	1	22	19	8	28
Mar 2013	0	12	13	6	19
Mar 2012	0	22	5	6	19
Apr 2014	0	11	10	4	22
Apr 2013	0	4	12	5	20
Apr 2012	1	12	11	1	11
May 2014	0	27	15	2	23
May 2013	0	3	10	14	3
May 2012	0	12	6	5	18
Jun 2014	0	16	5	7	22
Jun 2013	0	11	9	4	12
Jun 2012	0	14	4	2	20
Jul 2014	0	23	9	5	33
Jul 2013	0	13	14	8	28
Jul 2012	0	14	4	2	22
Aug 2014	0	25	12	3	38
Aug 2013	0	12	10	2	23
Aug 2012	0	12	4	2	24
Sep 2014	0	43	21	5	33
Sep 2013	0	8	16	8	15
Sep 2012	0	10	4	3	13
Oct 2014					
Oct 2013	0	30	18	3	16
Oct 2012	0	18	11	1	29
Nov 2014					
Nov 2013	0	11	24	4	18
Nov 2012	0	12	10	7	24
Dec 2014					
Dec 2013	3	12	18	2	14
Dec 2012	0	14	12	5	18

Zone Map



The above map outlines the five zones in Richmond. The chart to the left provides details on the number of Residential B&Es that have occurred in each zone.

Visit www.richmond.ca/crime for neighbourhood crime information and www.richmond.ca/homesafety for home security tips.

If your home has been broken into, do not touch anything. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212.

Report all suspicious or criminal activity to the police.

Point of Entry Breakdown (Sept. 2014)

Zone 1	0 break and enters	
Zone 2	43 break and enters	14 thru doors, 4 thru unlocked doors, 15 thru windows, 6 thru unlocked windows, 2 thru sliding doors, 1 thru an unlocked sliding door, 1 other point of entry
Zone 3	21 break and enters	8 thru doors, 2 thru windows, 4 thru sliding doors, 7 other points of entry
Zone 4	5 break and enters	3 thru doors, 1 thru a window, 1 thru a sliding door
Zone 5	33 break and enters	10 thru doors, 1 thru an unlocked door, 9 thru windows, 7 thru unlocked windows, 4 thru sliding doors, 2 other points of entry

Email Break & Enter Alerts



Email your name and street address to: blockwatch@richmond.ca to receive an email alert should a residential break and enter occur in your neighbourhood.

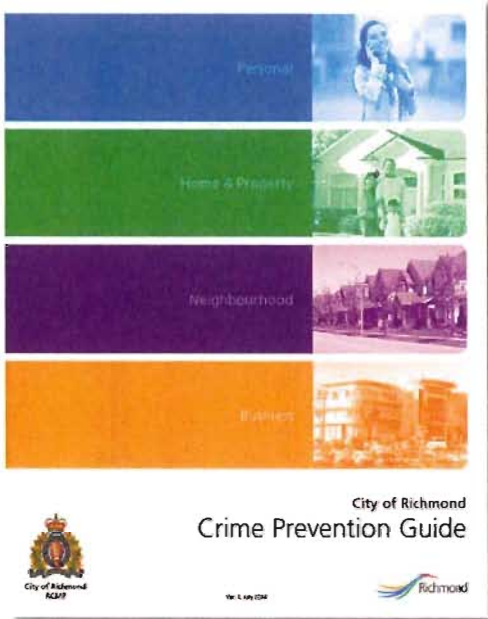


防止罪案

攜手合作撲滅罪行

新聞通訊

防止罪案指南



列治文市政府很高興能推出《防止罪案指南》。這本以社區為焦點的免費指南，載有一些協助市民更積極參與防止罪案的要訣。

《2014 年防止罪案指南》提供關於個人、家居、財物、社區及商戶的保安資訊及策略。

網上指南可到 www.richmond.ca/crimeprevention 閱覽，免費印刷本可到下列地點索取：列治文市政府大樓（第三路 6911 號），列治文社區安全大樓（第五路 11411 號）及各社區警局（第三路 5671 號 140 室市中心社區警局 — 星期一至五上午 9 時至下午 5 時；Moncton Street 4371 號 Steveston 社區警局；Williams Road 8880 號 South Arm 社區警局 — Steveston 及 South Arm 警局辦公時間為星期一至五上午 8 時至下午 4 時）。



分心駕駛

開車時請勿使用電話

分心駕駛是卑詩省撞車導致死亡的第二主要原因。開車時用手機通話，撞車的可能性會高 4 倍，開車時發短訊，撞車的可能性高 23 倍。

駕駛期間使用電話，表示您的注意力分散，較難直線行駛、與前車保持安全距離和對突發情況作出適當反應。

安全使用手機的秘訣

不要理會手機。讓電話接駁到留言信箱，短訊等遲些再回覆。您不值得為任何一個電話或短訊而令自己和他人的生命受到威脅。

改變壞習慣。開車時將手機關掉或放在車尾箱，以免開車時忍不住常常查看電話。

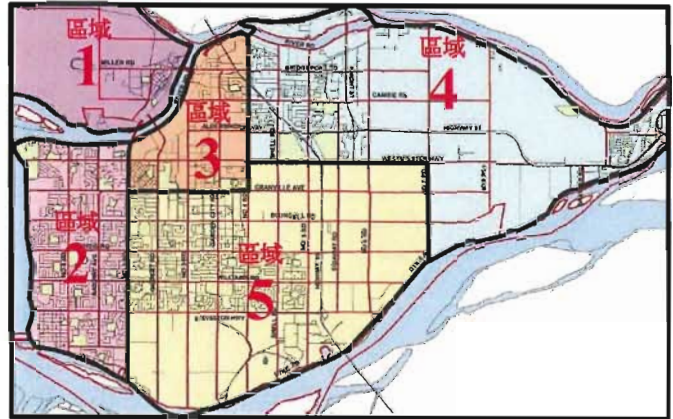
雙手握著駕駛盤。使用藍芽裝置、耳機或揚聲器。

找地方停車。若要接聽電話，就要找個安全地點停泊。

列治文住宅入屋盜竊案

	區域 1	區域 2	區域 3	區域 4	區域 5
2014 年 1 月	2	24	13	5	34
2013 年 1 月	0	28	13	10	42
2012 年 1 月	0	17	6	4	26
2014 年 2 月	0	14	19	11	23
2013 年 2 月	0	16	12	6	35
2012 年 2 月	0	18	5	6	19
2014 年 3 月	1	22	19	8	28
2013 年 3 月	0	12	13	6	19
2012 年 3 月	0	22	5	6	19
2014 年 4 月	0	11	10	4	22
2013 年 4 月	0	4	12	5	20
2012 年 4 月	1	12	11	1	11
2014 年 5 月	0	27	15	2	23
2013 年 5 月	0	3	10	14	3
2012 年 5 月	0	12	6	5	18
2014 年 6 月	0	16	5	7	22
2013 年 6 月	0	11	9	4	12
2012 年 6 月	0	14	4	2	20
2014 年 7 月	0	23	9	5	33
2013 年 7 月	0	13	14	8	28
2012 年 7 月	0	14	4	2	22
2014 年 8 月	0	25	12	3	38
2013 年 8 月	0	12	10	2	23
2012 年 8 月	0	12	4	2	24
2014 年 9 月	0	43	21	5	33
2013 年 9 月	0	8	16	8	15
2012 年 9 月	0	10	4	3	13
2014 年 10 月					
2013 年 10 月	0	30	18	3	16
2012 年 10 月	0	18	11	1	29
2014 年 11 月					
2013 年 11 月	0	11	24	4	18
2012 年 11 月	0	12	10	7	24
2014 年 12 月					
2013 年 12 月	3	12	18	2	14
2012 年 12 月	0	14	12	5	18

區域圖



以上地圖顯示列治文市的 5 個區域。左邊資料表列出了發生於每個區域的住宅侵入盜竊案數字。

關於社區犯罪資訊，請瀏覽

www.richmond.ca/crime，關於家居保安要訣，請瀏覽 www.richmond.ca/homesafety。

若府上被人侵入，請勿觸摸任何物件。如果疑犯仍在現場，請致電 9-1-1。如果沒有疑犯在場，請致電警方非緊急電話 604-278-1212。

請向警方報告一切可疑或犯罪活動。



入屋竊案 電郵通知

將您的姓名及街道地址以電郵寄到：
blockwatch@richmond.ca，就會在貴區發生住宅侵入盜竊案時收到電郵通知。

侵入途徑細分 (2014 年 9 月)

區域 1	0 宗侵入盜竊案	
區域 2	43 宗侵入盜竊案	14 宗經由門戶，4 宗未上鎖門戶，15 宗經由窗戶，6 宗未上鎖窗戶，2 宗經由滑門，1 宗未上鎖滑門，另 1 宗從其他地點侵入
區域 3	21 宗侵入盜竊案	8 宗經由門戶，2 宗經由窗戶，4 宗經由滑門，另 7 宗從其他地點侵入
區域 4	5 宗侵入盜竊案	3 宗經由門戶，1 宗經由窗戶，1 宗經由滑門
區域 5	33 宗侵入盜竊案	10 宗經由門戶，1 宗未上鎖門戶，9 宗經由窗戶，7 宗未上鎖窗戶，4 宗經由滑門，另 2 宗從其他地點侵入



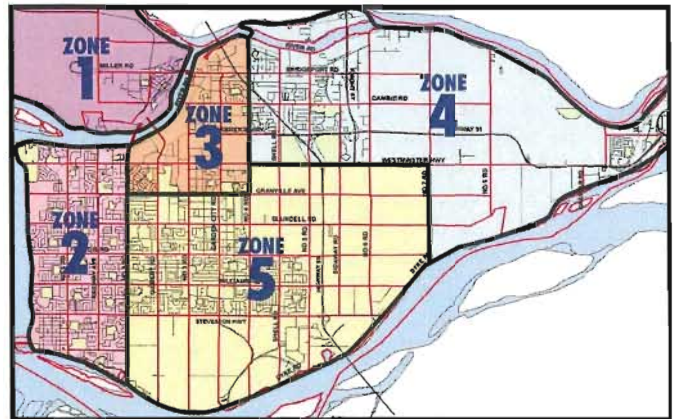
BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME
NEWSLETTER

Richmond Commercial Break and Enters

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Jan 2014	0	2	7	11	2
Jan 2013	2	3	21	11	5
Feb 2014	0	2	10	12	5
Feb 2013	0	5	17	7	3
Mar 2014	0	0	5	5	0
Mar 2013	1	1	19	21	0
Apr 2014	0	0	9	7	3
Apr 2013	0	2	9	16	1
May 2014	0	1	15	6	6
May 2013	0	3	10	14	3
Jun 2014	0	1	15	5	1
Jun 2013	0	3	12	6	1
Jul 2014	0	5	4	9	3
Jul 2013	0	1	6	5	0
Aug 2014	1	0	18	7	4
Aug 2013	0	0	8	9	2
Sep 2014	0	3	7	9	4
Sep 2013	0	0	6	6	1
Oct 2014	0	1	7	9	1
Oct 2013	0	1	7	9	1
Nov 2014	0	1	5	4	3
Nov 2013	0	1	5	4	3
Dec 2014	0	2	7	6	1
Dec 2013	0	2	7	6	1

Criminal Activity Map



The above map outlines the five zones in Richmond. The chart to the left provides details on the number of Commercial B&Es that have occurred in each zone.

Visit www.richmond.ca/crime for neighbourhood crime information and www.richmond.ca/businesslink for information to improve the security of your business.

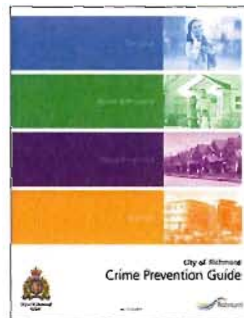
If your business has been broken into, do not touch anything. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212

Report all suspicious criminal activity to Police.

Crime Prevention Guide

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The 2014 Crime Prevention Guide provides security information and strategies on personal, home and property, neighbourhood and business.



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Email Break & Enter Alerts

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



商戶聯訊

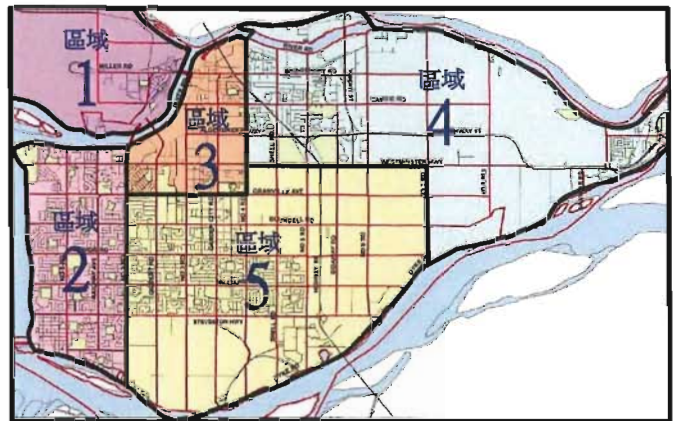
攜手合作 撲滅罪行

新聞通訊

列治文商戶侵入盜竊案

	區域 1	區域 2	區域 3	區域 4	區域 5
2014 年 1 月	0	2	7	11	2
2013 年 1 月	2	3	21	11	5
2014 年 2 月	0	2	10	12	5
2013 年 2 月	0	5	17	7	3
2014 年 3 月	0	0	5	5	0
2013 年 3 月	1	1	19	21	0
2014 年 4 月	0	0	9	7	3
2013 年 4 月	0	2	9	16	1
2014 年 5 月	0	1	15	6	6
2013 年 5 月	0	3	10	14	3
2014 年 6 月	0	1	15	5	1
2013 年 6 月	0	3	12	6	1
2014 年 7 月	0	5	4	9	3
2013 年 7 月	0	1	6	5	0
2014 年 8 月	1	0	18	7	4
2013 年 8 月	0	0	8	9	2
2014 年 9 月	0	3	7	9	4
2013 年 9 月	0	0	6	6	1
2014 年 10 月					
2013 年 10 月	0	1	7	9	1
2014 年 11 月					
2013 年 11 月	0	1	5	4	3
2014 年 12 月					
2013 年 12 月	0	2	7	6	1

犯罪活動地圖



以上地圖顯示列治文市的 5 個區域。左邊資料表列出了發生於每個區域的商戶侵入盜竊案數字。

關於社區犯罪資訊，請瀏覽 www.richmond.ca/crime，關於改善商戶保安的資訊，請瀏覽 www.richmond.ca/businesslink。

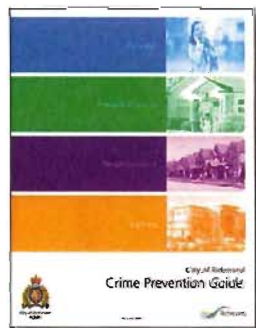
若貴商戶被人侵入，請勿觸摸任何物件。如果疑犯仍在現場，請致電 9-1-1。如果沒有疑犯在場，請致電警方非緊急電話 604-278-1212。

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防止罪案指南

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入屋竊案電郵通知

若想收到關於區內商戶侵入盜竊案的電郵通知，請寄電郵至

RCMP_Business_Link@richmond.ca

登記您的商業名稱及街道地址。





To: Community Safety Committee

Date: October 20, 2014

From: Phyllis L. Carlyle
General Manager, Law and Community Safety

File:

Re: Community Bylaws Monthly Activity Report – September 2014

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –September 2014”, dated October 20, 2014, from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, Law & Community Safety
(604-276-4104)

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

Staff Report

Origin

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Property Use
2. Grease Management Program
3. Parking Program
4. Animal Control
5. Revenue & Expenses

This report supports Council's Term Goal #1 Community Safety:

To ensure Richmond remains a safe and desirable community to live, work and play, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.

Analysis

1. Property Use

Customer Service Response

An average of 15 daily calls for service were fielded by administrative staff in September 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents no increase compared to the number of calls that were fielded in August 2014 and a decrease of 21.1. % when compared to the number of calls reported in September 2013.

Enforcement Activity

Property use officers managed 183 new investigational files during the month of September 2014, which represents a decrease of approximately 7.6% when compared to September 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, and zoning contraventions reported in September 2014. In total 70 incidents of this nature were reported during the month, as compared to 124 such incidents in September 2013.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 35 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c provide a comparison of Property Use service demand by type during September 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

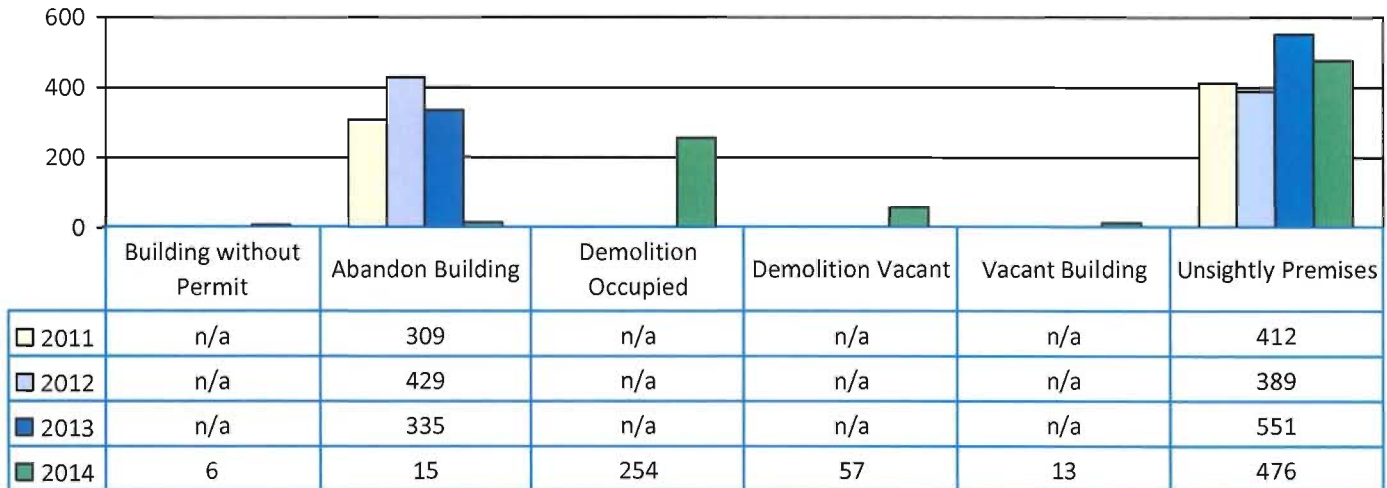


Figure 1b: Service Demand Comparison

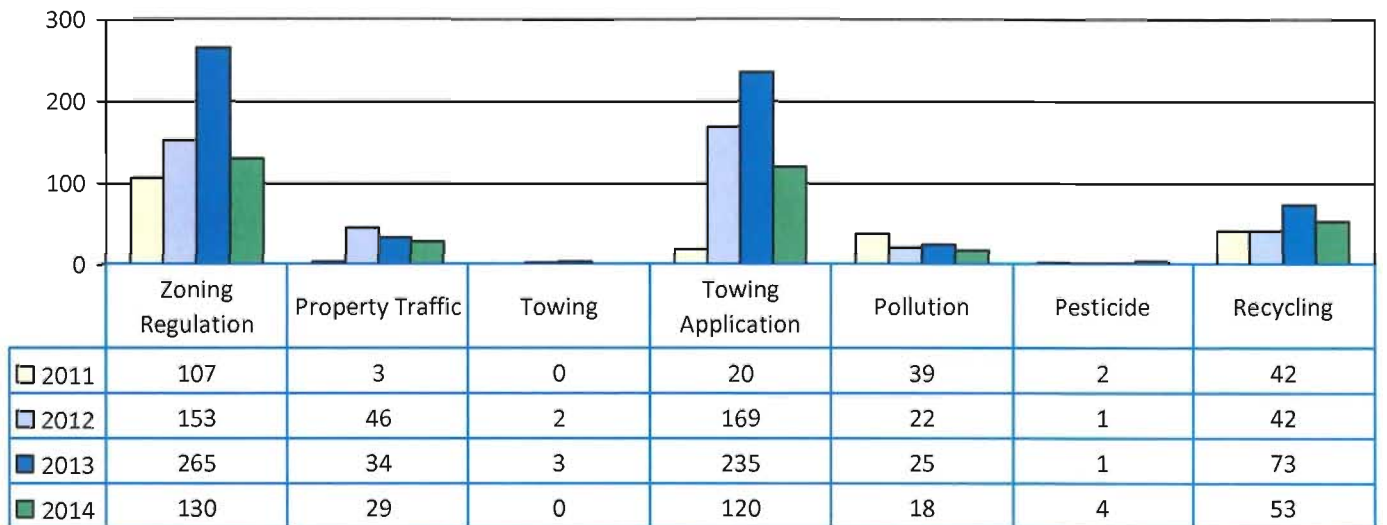
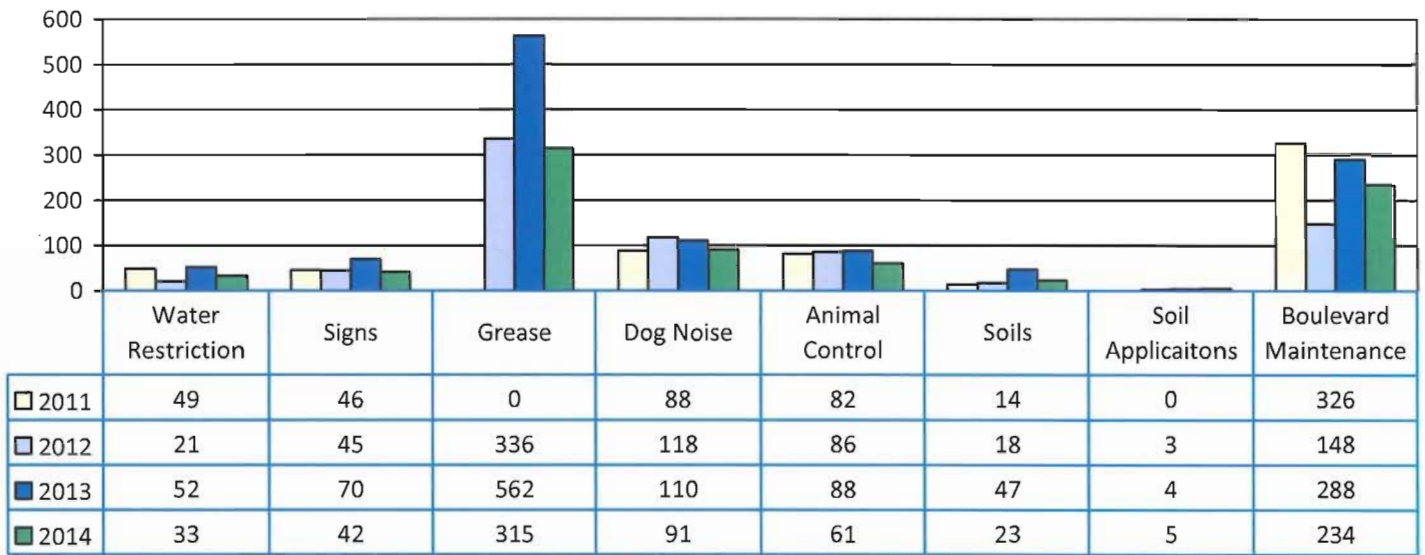


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 43 regulatory visits to 38 food sector establishments during September 2014, resulting in 7 bylaw violations, of which 2 were amended to warnings.

3. Parking Program

Customer Service Response

An average of 23 daily calls for service were fielded by administration staff in September 2014. This represents a decrease of 8 % compared to August 2014, and a decrease of 14.8% when compared to calls reported in September 2013. Calls for service in the parking program have been reduced due to an improved service delivery model that was implemented in 2013. Officers are now more proactive in their response to parking issues which has contributed to a reduction of parking complaints to the City.

Enforcement Activity

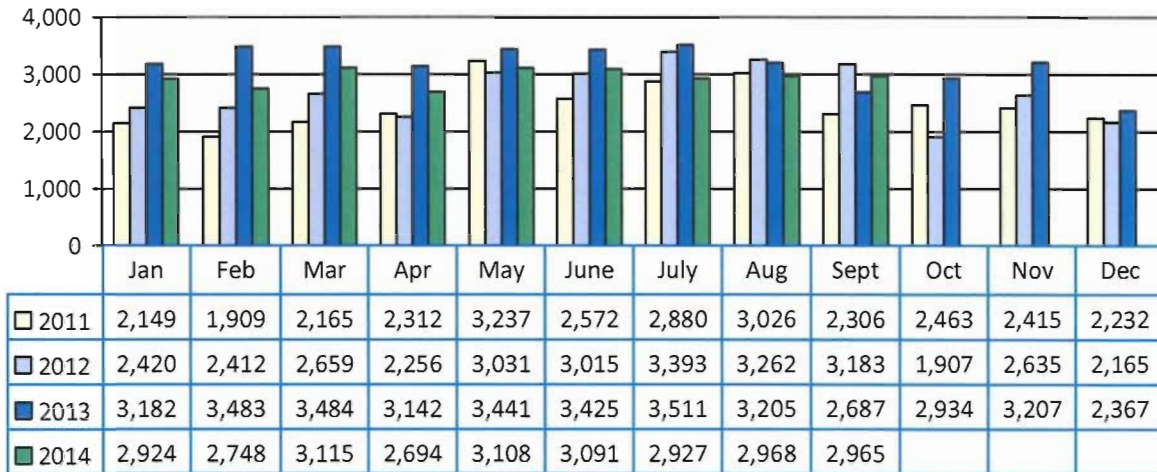
A total of 2,965 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of September 2014. This is an increase of approximately 10.3% compared to the number of violations issued in September 2013.

Program Highlights

Ticketing activity for September 2014 increased compared to September 2013, but did not exceed all prior years. Improved resource levels may have potentially contributed to this result.

Figure 2 is a month-to-month comparison of the number of violations issued for the years 2011, 2012, 2013 and 2014:

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



During the month of September 2014, 212 violations were changed to a warning, which represents approximately 7.0% of the tickets issued during September 2014. The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council’s Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a)	Identity issues	6
Section 2.1 (c)	Poor likelihood of success at Adjudication for the City	6
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	1
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	6
Section 2.1 (g)	Proven effort to comply	76
—	Administrative Entries	112
—	Warnings	0

4. Animal Control

Community Bylaws issued 114 new dog licences during September 2014, representing an increase of 81% as compared to the number of new dog licences issued in September 2013. This increase can be attributed to focused public communications and dog license canvassing program that was launched in June.

As of the end of September 2014, there were 6,212 dogs licensed in Richmond compared to 5,485 in 2013. This total includes 94 dangerous dog license registrations.

Animal Control officers responded to 5 dog bite incidents during September 2014, all resulting in dangerous dog investigations.

Financial Impact

5. Revenue and Expenses

The following information is a month by month analysis of September 2014 compared to September 2013.

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 5.1% over the same period last year to \$180,193 in September 2014 from \$171,391 in September 2013.

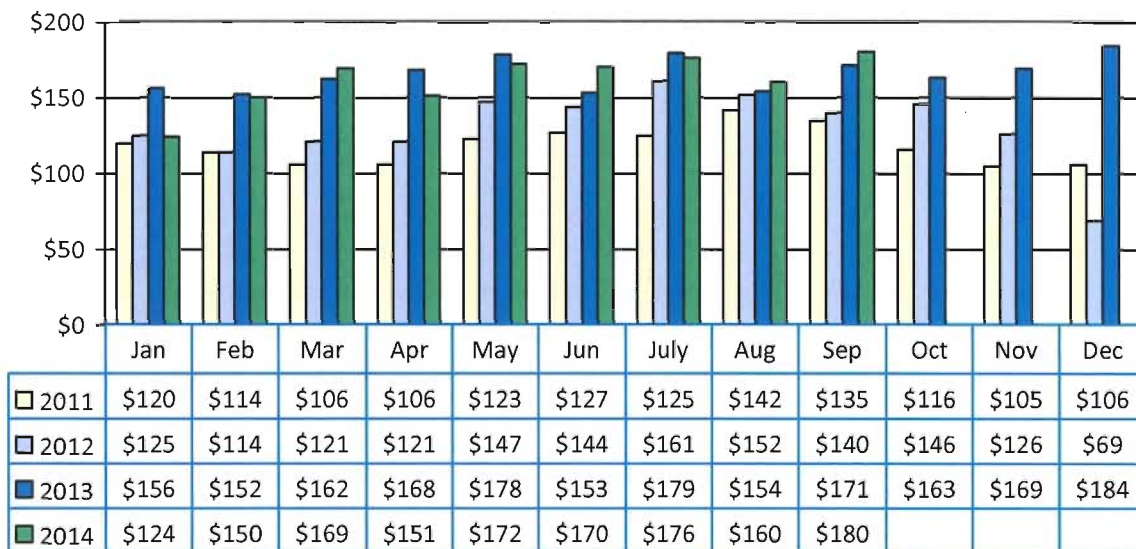
Meter Revenue increased by 3.8% over the same period last year to \$52,243 in September 2014 from \$50,337 in September 2013.

Permit Revenue increased by 2.0% over the same period last year to \$13,679 in September 2014 from \$13,410 in September 2013.

Enforcement Revenue increased by 6.2% over the same period last year to \$114,271 in September 2014 from \$107,644 in September 2013.

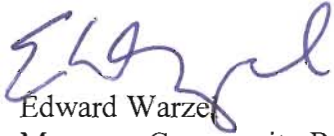
Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff continues to strive to maintain the quality of life and safety of residents of the City of Richmond through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.

A handwritten signature in blue ink, appearing to read 'Edward Warzel', is written over the printed name.

Edward Warzel
Manager, Community Bylaws (604-247-4601)
EW:rg



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 20, 2014
From: John McGowan **File:** 09-5000-01/2014-Vol
Fire Chief, Richmond Fire-Rescue 01
Re: **Richmond Fire-Rescue – September 2014 Activity Report**

Staff Recommendation

That the staff report titled, “Richmond Fire-Rescue – September 2014 Activity Report”, dated October 20, 2014, from the Fire Chief, Richmond Fire-Rescue be received for information.

John McGowan
Fire Chief
(604-303-2734)

Att. 2

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

Staff Report

Origin

This report provides Council with an update on Richmond Fire-Rescue (RFR) activities. Through the delivery of its programs and services, RFR continues to work towards the City's vision of being the most appealing, livable, and well-managed community in Canada. RFR is reporting on its activities in support of its mission:

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

This report supports Council's Term Goal #1 Community Safety:

To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.

Analysis

Community Involvement

Safety messages for September focused on Fire Prevention Week including information on the Open Houses and Information Booth activities and the theme of "Working Smoke Alarms Save Lives". Other safety messages for September included driving safely and not being a distracted driver. Media Releases, Facebook posts and firehall sign messages were used to remind the public of these key safety points.

RFR participates in events and activities advancing public education and community bridge building. During September 2014 the following took place:

- Pumper visits were made to the *911 Memorial Ride at River Rock, Hamilton Neighbourhood Gathering, Blundell Centre Re-Opening, South Arm 55th Community Fair* and the *Richmond Family Place 'Safety First In Canada'* events reaching over 2,660 children and adults in a non-emergency environment. Fire crews provided the children with safety messages on Stop, Drop and Roll and 9-1-1 How to Use the Telephone.
- An educational hall tour was provided to a children's group with 8 participants.
- Safety presentations were provided to *Cedarwood Senior Centre* and *Rancho Management/Cambridge Park Residence*. There were a total of 60 participants in attendance.
- Community events attended during September included: the *Old Navy Safety & Outreach Education* and the *Terra Nova Adventure Park* opening. Over 250 children and adults attended these events where crews engaged with the community groups, provided fire safety and public relations information.

- 8 car seat inspections were conducted to keep children safe while travelling in motor vehicles. This is a reduction from 28 car seat inspections carried out in September 2013.

Training

WorkSafe BC Elevator Operations training commenced and will conclude in the following month with each shift having three dates to complete. Training occurred at WorkSafe BC.

Emergency Response

Our goal is to respond to all calls quickly and minimize loss of life and property.

There were 53 fires in September 2014. Fire losses during the month are estimated at \$218,700. This total includes \$164,700 for building loss and \$54,000 for content loss. The total building and content value at risk was estimated to be \$53,180,200, and the total value preserved was \$52,961,500. These numbers translate to 99.6% of value protected (Figure 1).

Figure 1: Fire Calls By Type and Loss Estimates – September						
Incident Type Breakdown	Call Volume	Estimated Building Value (\$)	Estimated Building Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential:						
Single family	3	700,000	50,000	15,000	3,500	661,500
Multi family	2	1,500,000	70,000	10,000	500	1,439,500
Commercial / Industrial	6	44,939,000	33,100	180,000	20,000	45,065,900
Fire – Outdoor	7	303,000	8,000	0	0	295,000
Vehicle	35	5,503,200	3,600	30,000	30,000	5,499,600
Totals*	53	52,945,200	164,700	235,000	54,000	52,961,500

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

Fire crews minimized loss and limited the fire to the place of origin in notable September incidents:

1. A kitchen fire on No 1 Road involving a stove top and cabinets. RFR crews extinguished with CO². One patient with burns to face and arms and smoke inhalation was taken to hospital for treatment by BCAS.
2. An electrical room fire at a golf course on No 6 Road. RFR crews requested BC Hydro cut power to the complex from the road and contacted dispatch to request a Fire Prevention Officer attend scene.

3. A hot water tank/spray insulating foam ignition fire on Calder Road. The fire was confined to object and already extinguished on arrival. RFR Crews assisted with clean-up.
4. A plastic container fire which had spread to a tree and fence on No 1 Road. Neighbours of the property had almost extinguished the fire using their garden hoses. On arrival of RFR Crews additional water and foam was used to fully extinguish the fire.
5. An electric frying pan fire on Railway Avenue. On arrival the fire was extinguish and crews proceeded to evacuate the smoke with Positive Pressure Ventilation.
6. An electrical wiring fire in a truck on McCartney Way. The driver has suffered burns to his left arm and side of his face. RFR crews gained access to the truck and which showed signs of smouldering but had eventually starved itself of oxygen and had burnt out. Crews opened the doors and ventilated the vehicle and carried out a search for additional hazards. Crews provided patient care before handing patient over to BCAS. RCMP attended scene.
7. Outdoor fire responses attended during September included a peat bog fire on Granville Avenue, a brush fire on No 3 Road and a back yard fire confined to a metal container on Garden city Boulevard.
8. Haz-mat calls during September included an attempted arson with the heavy smell of gasoline from a building on No 3 Road and a compressed gas leak on Lassam Road in which the natural gas line and been punctured by a work crew.

RFR crews responded to multiple medical and rescue incident calls, including:

1. A new born baby arrival on Martyniuk Place. RFR crew assisted by tying off the newborn's umbilical cord and providing patient care to the mother.
2. Response was provided for motor vehicle incident and medical assistance for a vehicle upside down in the river at River Road. On arrival RFR Crews found a single vehicle had gone off the road into the river, flipping over onto its roof and was partially submerged. Prior to RFR arrival a citizen had pulled one occupant from the car and placed him on the top of the vehicle. This patient was unconscious but breathing. On arrival, RFR Crews opened a rear passenger door and discovered a second occupant. The patient was found to be in cardiac arrest. The patient was removed from the vehicle and carried up to the road where resuscitation efforts begun. Crews began ventilations and compressions before using an Automated External Defibrillator (AED). No pulse was restored. BCAS arrived at this point and began their protocols with RFR Crews assisting. The patient was transported to Royal Columbia Hospital. The occupant that had first been removed was strapped to a back board and raised to the roadway by sliding him up a 24 ft ladder. BCAS took over patient care at this point. A tow truck was used to flip vehicle right side up and a complete search was done to ensure there were no other occupants. The vehicle did not leak any gas, oil or other fluids into the river. RFR Crews stood-by to supply scene lighting for the RCMP investigation. Once the RCMP investigation was complete and the vehicle had been removed from the river and RFR Crews cleared the scene.

3. An MVI on Highway 99 due to a high impact with one fatality. RFR crews secured the scene and worked with BCAS and RCMP services.
4. An motor vehicle incident on Westminster Highway, in which a family van had driven through a parking lot, up 6 stairs, through a metal fence and into a decorative pond. There were no injuries. RFR Crews also provide clean-up to the scene due to a gas tank rupture caused by the tow truck attempting to pull the van out of the pond, causing the vehicle to spill gasoline into the 8000 litres of water. A clean-up company was called to extract the contaminated water/fuel mixture.
5. There were several medical incidents including a patient in a squash court on No 5 Road who had a pulse and laboured breathing. BCAS arrived and advised to start CPR until patient was loaded into ambulance. Medical assistance was provided to a patient in cardiac arrest on River Road, the patient did not recover.

A summary of 9-1-1 emergency response statistics is found in Attachment 1, Tables 1, 2, 3 and 4. The location of fire, medical and motor vehicle incident calls in September are depicted in Attachment 2, Figures 1, 2 and 3.

Financial Impact

None

Conclusion

Our service delivery model is prevention focussed and based on the belief that prevention, education and emergency response activities must be well established and integrated to have a positive impact on community safety. We believe “safety is everyone’s responsibility and it is always better to prevent a situation from occurring”.



John McGowan
Fire Chief
(604-303-2734)

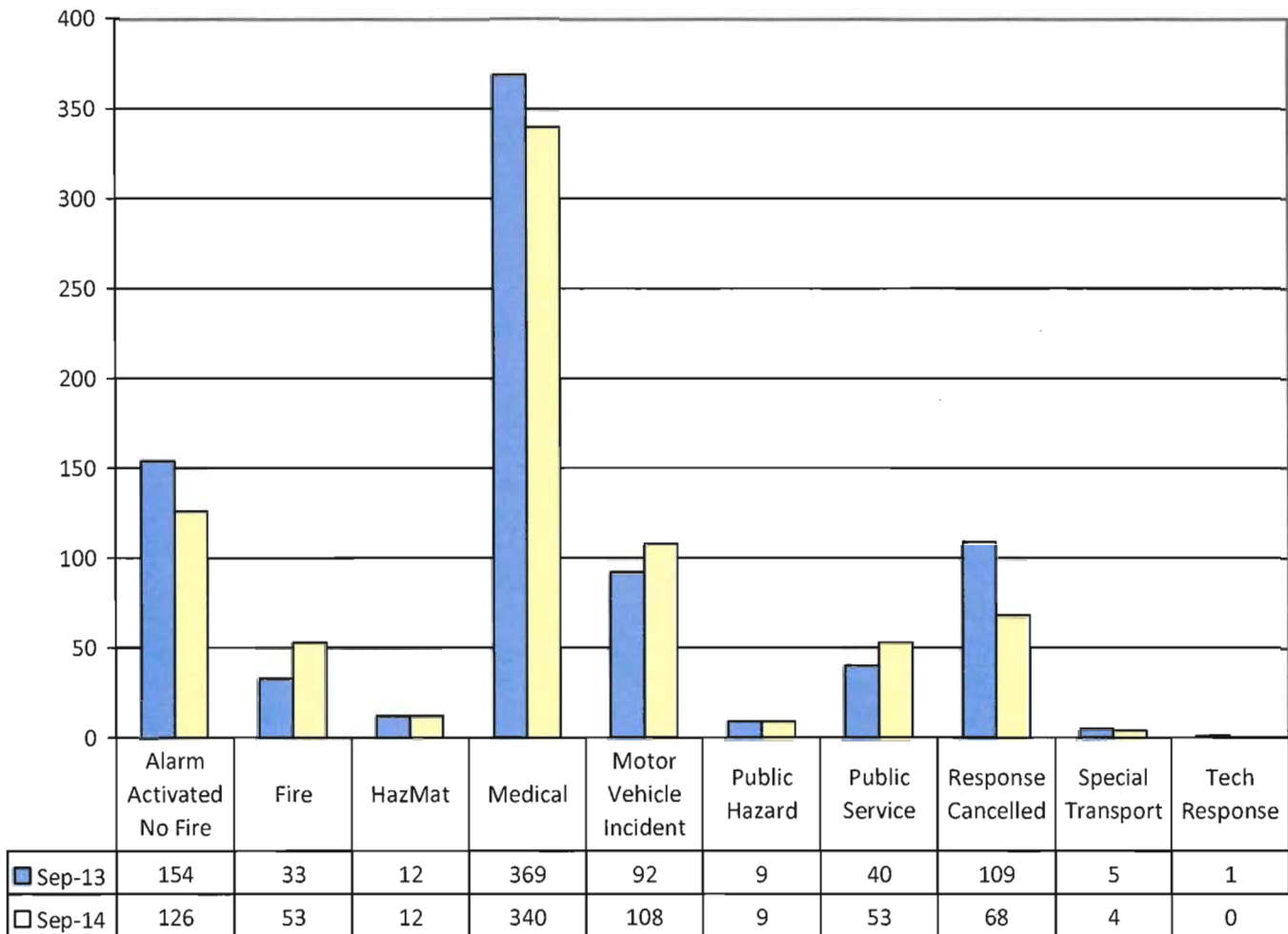
JM:js

- Att. 1: Suppression Activity
- Att. 2: Location of September’s Fire, Medical and MVI calls

Suppression Activity

The following chart provides a month to month comparison regarding incidents occurring in September 2013 and 2014. In September 2014, there were a total of 773 incidents, compared to 824 in September 2013. This represents a decrease of 6.2%.

Table 1: September 2013 & 2014 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% of the total emergency responses for RFR during the month of September. A detailed breakdown of the medical incidents for September 2013 and 2014 is set out in the following table by sub-type. There were a total of 340 medical incidents in September 2014 compared to 369 in September 2013 a decrease of 7.9%.

Table 2a: September 2013 & 2014 Medical Calls by Type

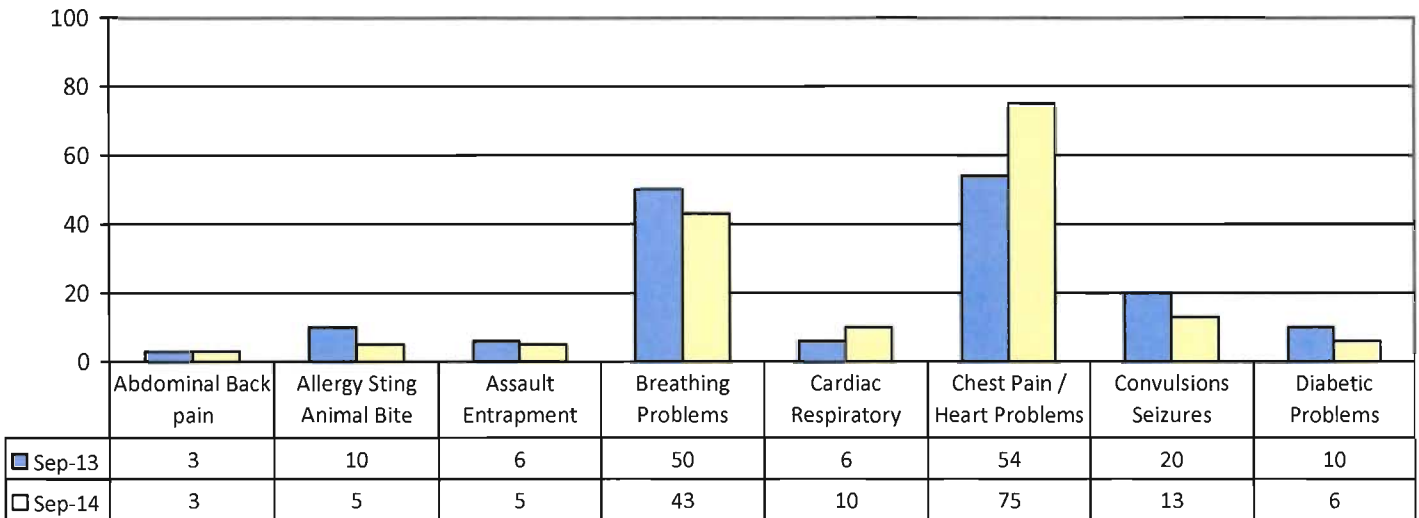
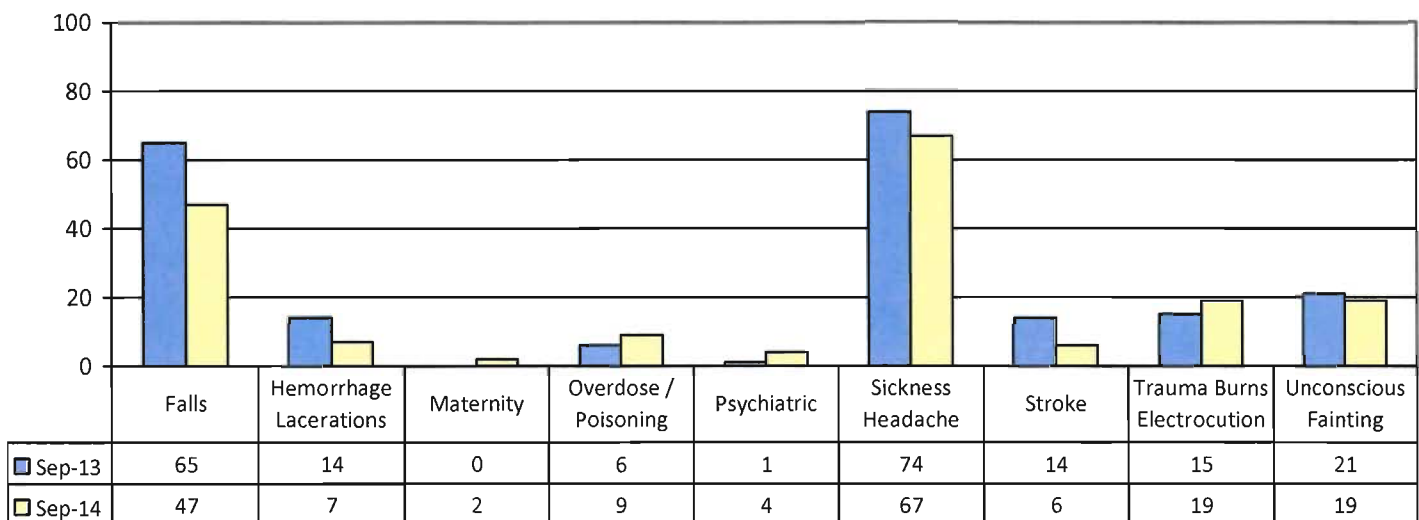


Table 2b: September 2013 & 2014 Medical Calls by Type



Fire Investigations

The fire investigation statistics for September 2014 are listed below:

Table 3: Total Fire Investigation Statistics – September			
	Suspicious	Accidental	Undetermined
Residential - Single-family	0	2	1
Residential - Multi-family	0	2	0
Commercial/Industrial	2	4	0
Fire – Outdoor	9	11	15
Vehicle	0	5	2
Totals	11	24	18

All suspicious fires are reported to the RCMP, and Richmond Fire-Rescue Investigators work in conjunction with staff at the RCMP to address any risks to the community.

HazMat

Table 4: HazMat Calls By Type – September	
	Details
Flammable / combustible Liquids	3
Natural Gas / Propane Leaks (small)	9
Misc. (empty containers to unknown powder)	0
Totals	12

Figure 1. Location of fires in September (total 53)

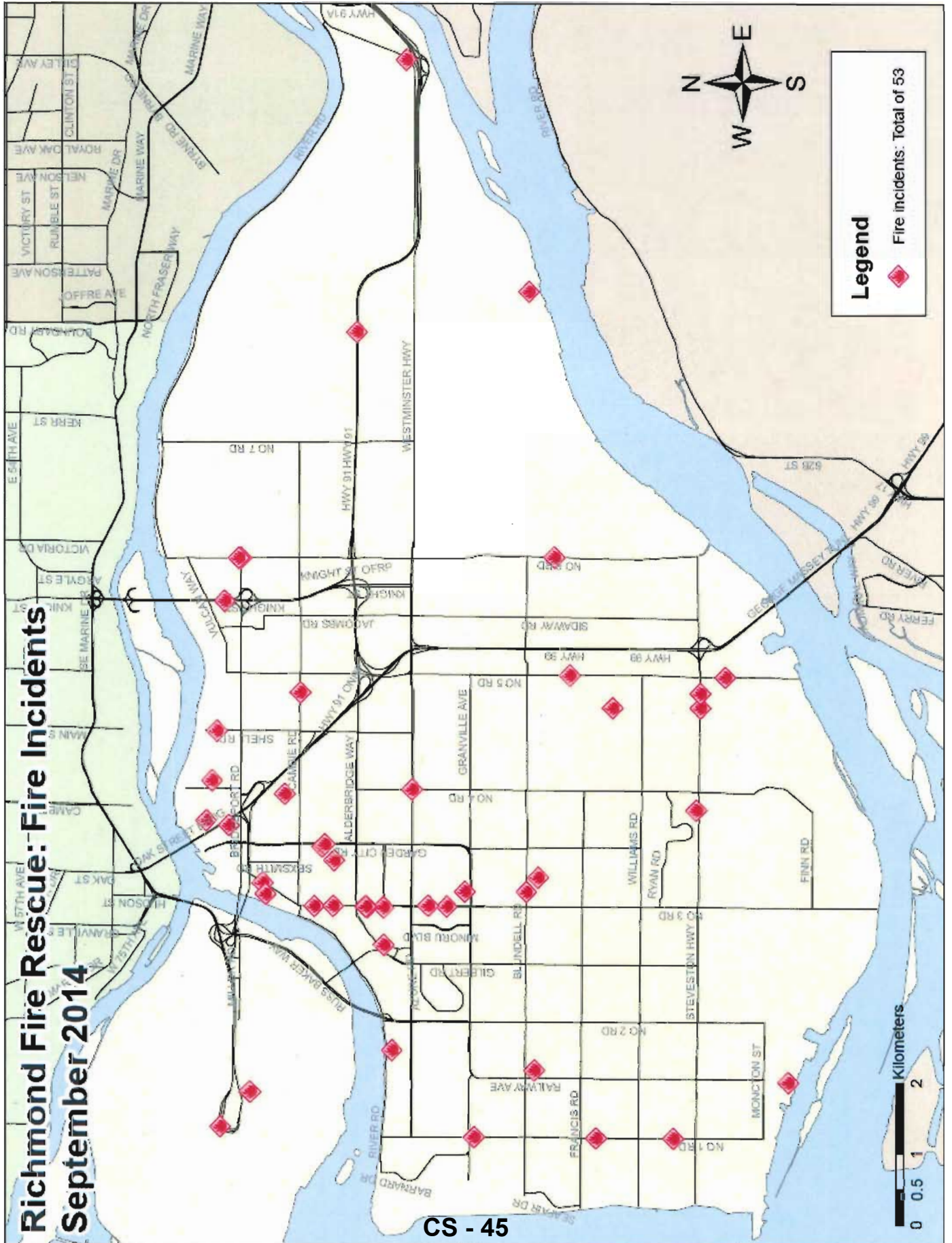


Figure 2. Location of medical calls in September (total 340)

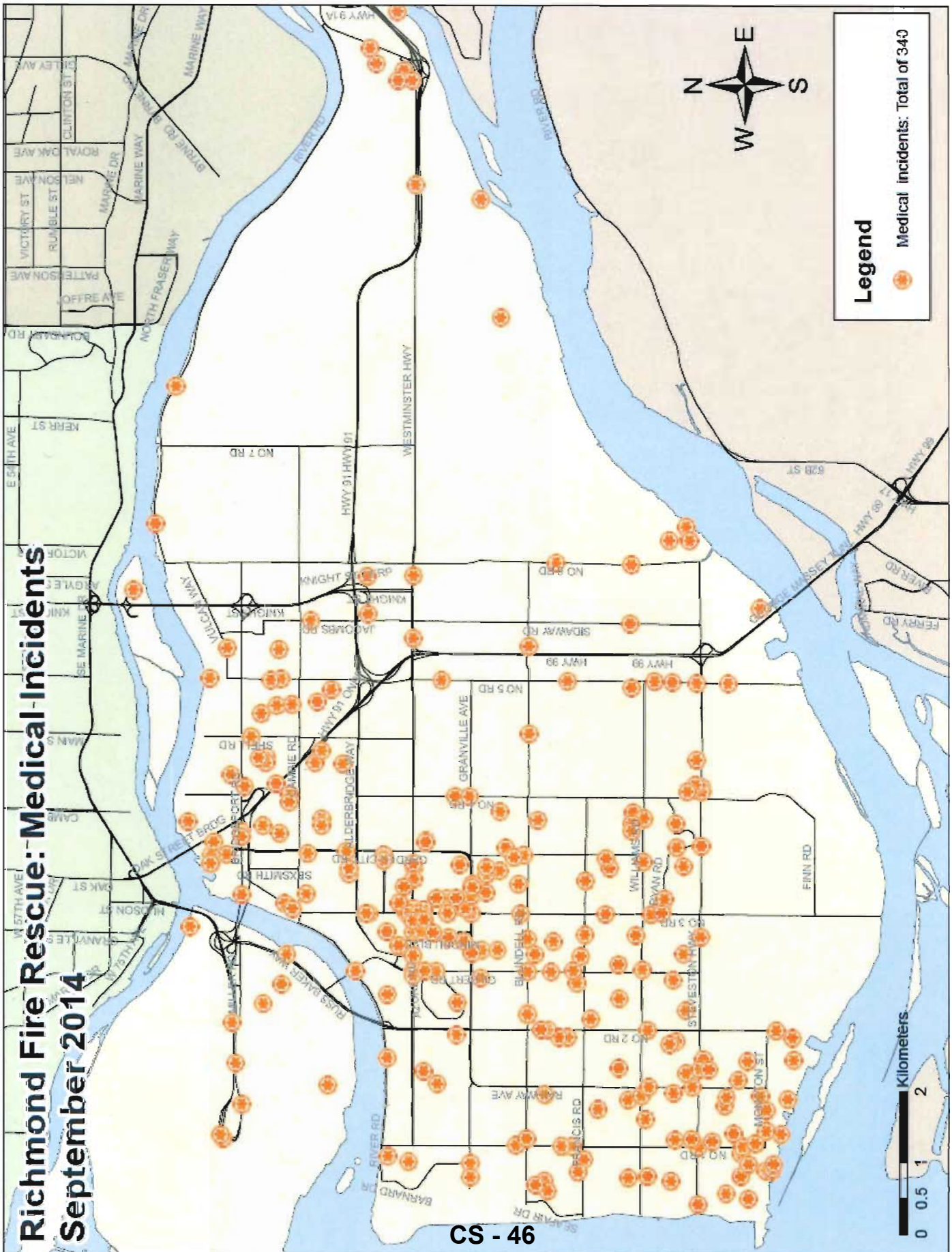
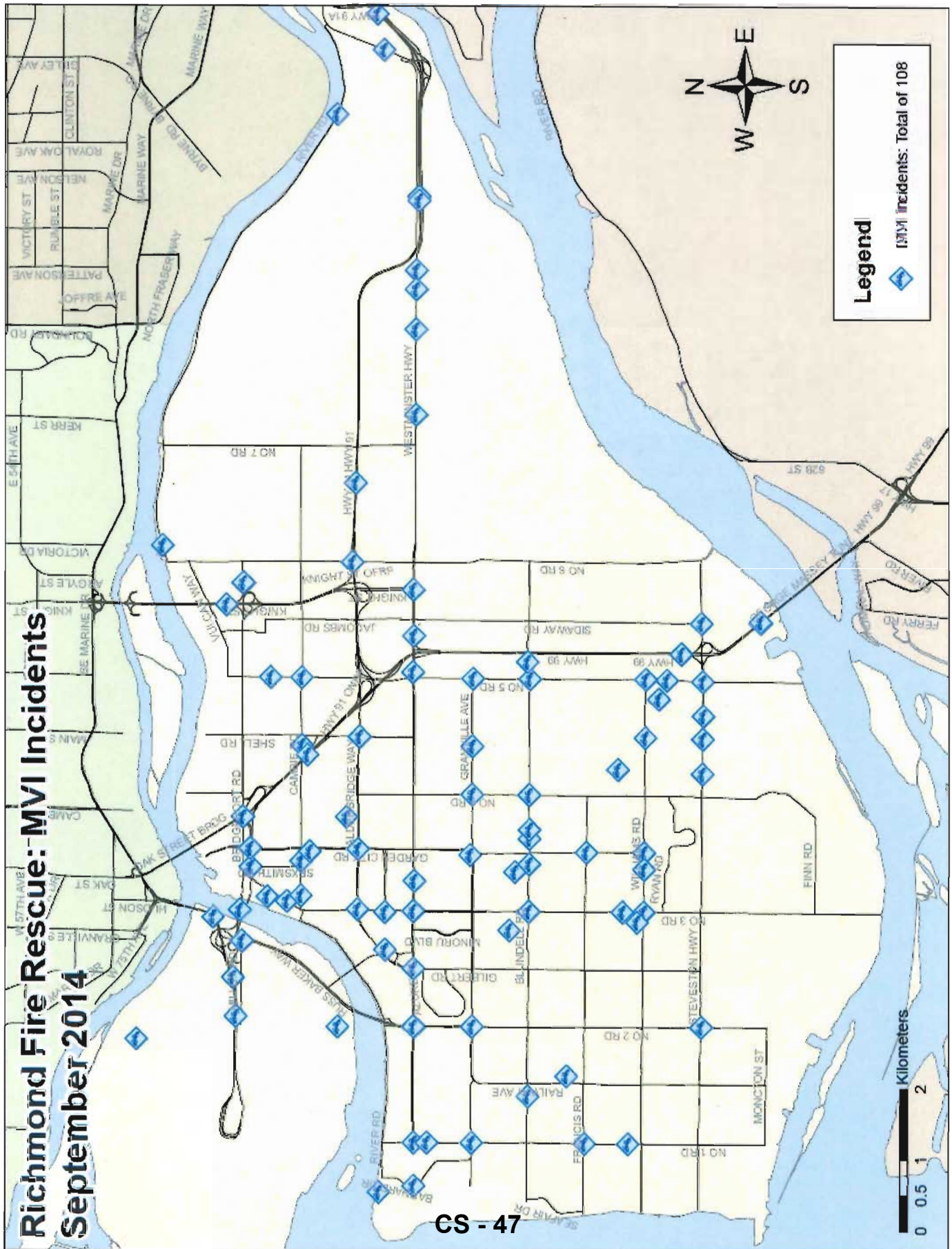


Figure 3: Location of MVI calls in September (total 108)





City of Richmond

Report to Committee

To: Community Safety Committee

Date: October 20, 2014

From: John McGowan
Fire Chief

File: 09-5125-01/2014-Vol
01

Re: BC Ambulance Service – Dispatch Protocol Changes

Staff Recommendation

1. That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service (BCAS) dispatch protocol changes; and
2. That Council write a letter to the BC Emergency Health Services, requesting that no further changes to the BCAS Resource Allocation Plan be implemented without consultation and agreement with the City of Richmond.

John McGowan
Fire Chief
(604-303-2734)

Att. 2

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

Staff Report

Origin

This report is to address the Council resolution, (R 14/8-4) made at the April 28, 2014 Regular Council meeting.

It was moved and seconded:

- (1) *That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service dispatch protocol changes; and*
- (2) *That staff continue to work collaboratively with BC Emergency Health Services, to further develop the emergency medical care system for the citizens of Richmond.*

Findings of Fact

BC Ambulance Service (BCAS) reviews the Medical Priority Dispatch System (MPDS) and the Resource Allocation Plan (RAP) in relation to calls for medical services on a regular basis. Changes were made to BCAS's RAP in 2006 and again in October 2013.

BCAS uses the MPDS to determine and categorize medical calls for service. Once the severity of the patient is determined the system allocates the appropriate resources and the priority for the speed of the response. RFR reported in April of 2014 that the British Columbia Emergency Health Services (BCEHS) had implemented a change to the RAP (Attachment 1), but had suspended the full implementation of the RAP until such time that they had consulted with fire departments across the province. RFR met with representatives from BCEHS on May 22, 2014.

This consultation process has concluded and BCEHS had an external audit of the planned changes. The recommendation coming from the external review is as follows: *"The review recommends full implementation of the RAP changes across the system and a continuous cycle of reviews to ensure that all parties involved in providing medical services ultimately achieve the same thing – to get patients the medical care they need, when they need it."*

BC Ambulance Service implemented the changes to their response which resulted in an improved RAP time to the most critical cases and a significant slowing of the lower acuity calls. The resulting impact to RFR has been that wait times on the lower acuity situations has dramatically increased.

BCEHS has indicated that during the coming months, the board of directors will review the data compiled in the first year following the implementation of the new RAP, the results of individual call reviews and the findings of an independent expert who is examining the RAP study methodology, as well as input from local governments. Following this, the board will provide direction with regards to the BCEHS First Responder Program and the first responder elements of the updated RAP which have not yet been implemented.

On October 27, 2014, BCEHS released a letter advising all BC First Responder agencies of internal changes to the RAP (Attachment 2). BCEHS analysis indicated that two code types of falls (17B01 and 17B02) were in need of change to a higher priority response (lights and siren).

These two code types account for over 550 events per year that RFR attends.

Analysis

First Responder Medical Services by Richmond Fire-Rescue

RFR's medical first responder services include:

1. Responding to medical calls as required.
2. Attending scenes for patient injury assessment, care, and stabilization for hospital transport by BCAS as necessary.
3. Managing, in the case of motor vehicle incidents (MVIs):
 - a. scene traffic safety
 - b. environmental matters
 - c. potential for fire, explosion or other hazardous matters
 - d. patient extrication and stabilization for hospital transport by BCAS
4. Communicating with BCAS about patient condition and service needs.

RFR continues to deliver its first responder services as outlined above and as time and circumstances permit, enhances the service by:

1. Providing, through an early presence, the ability to provide critical care intervention such as scene stabilization, hazard mitigation, airway managements, Cardiopulmonary Resuscitation and all other interventions as determined in the First Responder scope of practice.
2. Providing a sense of safety and comfort to the patient, family members and other persons who may be vicariously affected at the scene.
3. Providing, as appropriate, education and prevention information (ie. slips, trips and falls prevention / vial of life program).
4. Answering questions and assisting others on-scene.

Currently, calls for medical service are triaged through BC Ambulance Service dispatch that uses the Medical Priority Dispatch System (MPDS) to allocate their resources. RFR is notified through a combined events dispatch protocol which provides core event information to E-Comm Fire dispatch, which then will dispatch RFR resources. RFR decides on the allocation of fire resources as identified within the RAP. RFR would recommend that no further changes to the BCAS RAP be implemented without consultation and agreement with the City of Richmond.

RFR has adjusted the response priority to each of the 74 event types to align with the changes in BCAS response protocols. The 74 event types are all "Routine" (no lights and siren) response with the exception of MVI's which RFR will continue to respond to emergency (lights and siren) as RFR attends these calls for mitigation of hazards and not solely for medical.

Response Data

Changes were made to BCAS RAP response protocols on October 29, 2013. In Figure 1, a comparison is made of 12 months of recent RFR response data compared to the same period from the previous year.

Date Range	Total All RFR Call Types	Total RFR Medical Calls (incl. MVI)	Number of Calls in Downgraded Event Types
Oct 15/2012 to Oct 14/2013	9658	6860	2241
Oct 15/2013 to Oct 14/2014	9626	6687	2303

Figure 2 depicts the impact of the protocol changes on RFR’s First Responder medical incident responses for the 74 downgraded event types.

Date Range	Number of Calls in Downgraded Event Types	RFR First on Scene with Patient	RFR First on Scene Average wait time for BCAS	Medical Calls with a 40+ minute BCAS Wait Time	Medical Calls with no BCAS attendance
Oct 15/2012 to Oct 14/2013	2241	869	4.8 Min	4	3
Oct 15/2013 to Oct 14/2014	2303	1203	12.6 Min	91	17

The effect of the change in the RAP and subsequent dispatch protocol on Richmond is:

1. an average 7.8 minute increase in wait time for ambulance arrival;
2. an increase of 87 incidents where wait time for ambulance arrival exceeded 40 minutes; and
3. an increase of 14 incidents where BCAS did not attend.

There is uncertainty on whether or not the full 2013 MPDS and RAP amendments will be put in place in the near future. This change could result in RFR being removed from 74 of the 1,160 types of medical events in the MPDS system. The 74 call types represent approximately 33% of all medical responses that RFR attend, resulting in a reduced level of service to the citizens of Richmond.

Financial Impact

If BCEHS fully implements the RAP changes, RFR expects to find a savings in fuel and vehicle maintenance costs along with a decrease in emergency response time allocation, freeing up staff to conduct other priority issues such as prevention and education. RFR is staffed to meet its primary mandate of fire coverage; as such there would be no reduction in staff expected.

Conclusion

RFR is recommending that Council write a letter to the BC Emergency Health Services, requesting that no further changes to the BCAS Resource Allocation Plan be implemented without consultation and agreement with the City of Richmond.



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

TW:tw

BCAS RAP Change event types

Event Type	Description	2013/14	2012/13
01C01	Abdominal Pain - SUSPECTED aortic aneurysm	1	3
01C02	Abdominal Pain - Known aortic aneurysm	1	0
01C03	Abdominal Pain - Fainting or near fainting	0	0
01C04	Abdominal Pain - Female with fainting or near fainting	0	0
01C05	Abdominal Pain - Male with pain above navel	0	0
01C06	Abdominal Pain - Female with pain above navel	0	0
02B01	Allergy / Sting - Unknown status	0	0
02B01i	Allergy / Sting - Unknown status - Inj admin adv	0	0
02B01m	Allergy / Sting - Unknown status - Med admin adv	0	0
03B01	Animal Bites - POSSIBLY DANGEROUS body area	0	0
04B01a	Assault - POSSIBLY DANGEROUS body area - Assault	82	82
04B01s	Assault - POSSIBLY DANGEROUS body area - Sexual assault	0	0
05C03	Back Pain - Fainting or near fainting	20	13
06C01	Breathing Problems - Abnormal breathing	182	200
06C01a	Breathing Problems - Abnormal breathing - Asthma	41	39
08C01	HAZMAT /CBRN - Alert with difficulty breathing	0	0
08C01b	HAZMAT/CBRN - Alert with difficulty breathing - Biological	0	0
08C01c	HAZMAT/CBRN - Alert with difficulty breathing - Chemical	1	0
08C01g	HAZMAT/CBRN - Alert with difficulty breathing - Smell of gas	0	0
08C01m	HAZMAT/CBRN - Alert with difficulty breathing - CO	0	0
08C01n	HAZMAT/CBRN - Alert with difficulty breathing - Nuclear	0	0
08C01r	HAZMAT/CBRN - Alert with difficulty breathing - Radiological	0	0
08C01s	HAZMAT/CBRN - Alert w/ difficulty breathing - Suicide attempt	0	0
08C01u	HAZMAT/CBRN - Alert with difficulty breathing - Unknown	0	1
12B01	Convulsions - Effective breathing not verified	9	15
12B01e	Convulsions - Effective breathing not verified - Hx seizures	10	21
13C03 49	Diabetic - Abnormal breathing	5	5
13C03c	Diabetic - Abnormal breathing - Aggressive	0	0
15C01e	Electrocution - Alert and breathing normally - Electrocution	1	3
15C01l	Electrocution - Alert and breathing normally - Lightning	0	0
15D08e	Electrocution - Unknown status - Electrocution	0	0
15D08l	Electrocution - Unknown status - Lightning	0	0
17B01	Falls - POSSIBLY DANGEROUS body area	272	273
17B01g	Falls - POSSIBLY DANGEROUS body area - On the ground	287	280
17B01j	Falls - POSSIBLY DANGEROUS body area - Jumper	0	0
17B02	Falls - SERIOUS Haemorrhage	3	4
17B02g	Falls - SERIOUS Haemorrhage - On the ground	3	3
17B02j	Falls - SERIOUS Haemorrhage - Jumper	0	0
18C02	Headache - Abnormal breathing	18	22
19C07	Heart Problems - Unknown status	14	20
20C01c	Heat / Cold - Heart attack or angina history - Cold exposure	0	0

Event Type	Description	2013/14	2012/13
20C01h	Heat / Cold - Heart attack or angina history - Heat exposure	0	1
21B01	Haemorrhage - POSSIBLY DANGEROUS Haemorrhage	0	0
21C01	Haemorrhage - Haemorrhage through TUBES	0	0
21C02	Haemorrhage - Haemorrhage of dialysis fistula	1	1
21D03	Haemorrhage - DANGEROUS Haemorrhage	44	60
24C01	Pregnancy - 2nd TRIMESTER haemorrhage or MISCARRIAGE	0	0
24C02	Pregnancy - 1st TRIMESTER SERIOUS haemorrhage	0	0
26C02	Sick Person - Abnormal breathing	246	236
29B01	MVA - Injuries	136	150
29B01u	MVA - Injuries - Unknown px	58	20
29B01v	MVA - Injuries - Multi Patient	65	32
29B01x	MVA - Injuries - Unk Px Add Vehs	0	0
29B01y	MVA - Injuries - Multi px Add Veh	2	0
29B02	MVA - SERIOUS haemorrhage	0	0
29B02u	MVA - SERIOUS haemorrhage - Unknown px	1	0
29B02v	MVA - SERIOUS haemorrhage - Multi Patient	2	0
29B02x	MVA - SERIOUS haemorrhage - Unk Px Add Vehs	0	0
29B02y	MVA - SERIOUS haemorrhage - Multi px Add Veh	0	0
29B03	MVA - Other hazards	14	15
29B03u	MVA - Other hazards - Unknown px	7	8
29B03v	MVA - Other hazards - Multi Patient	10	9
29B03x	MVA - Other hazards - Unk Px Add Vehs	0	0
29B03y	MVA - Other hazards - Multi px Add Veh	0	0
29B04	MVA - Unknown status	145	274
29B04u	MVA - Unknown status - Unknown px	271	140
29B04v	MVA - Unknown status - Multi Patient	92	76
29B04x	MVA - Unknown status - Unk Px Add Vehs	5	1
29B04y	MVA - Unknown status - Multi px Add Veh	1	1
30B01	Trauma Injury - POSSIBLY DANGEROUS body area	223	207
30B02	Trauma Injury - SERIOUS haemorrhage	18	16
31A02	UC / Fainting - Fainting episode(s) and alert - Cardiac history	12	10
31C01	UC / Fainting - Alert with abnormal breathing	0	0
31C03	UC / Fainting - Female with abdominal pain	0	0
	Total	2303	2241

Code 3 Responses for Falls

Tue 2014-10-28 07:22

Gill, Pamela L EHS:EX [Pamela.Gill@bcehs.ca]

The following letter regarding Code 3 Responses for Falls is sent on behalf of Dr. William Dick, Vice President, Medical Programs, BC Emergency Health Services. Please share with all BC First Responder agencies and personnel. *Thank you.*

October 23, 2014

File: 51050-01

Cliff: 1003615

To: All BC First Responder Agencies

Re: Code 3 Responses for Falls

First Responders play a valuable role in the continuum of pre-hospital care that patients across the province receive. In the interest of patient care, BC Emergency Health Services (BCEHS) has made changes to our emergency response to Code 3 – lights and sirens - for falls (17B01 and 17B02). The changes will ensure we provide the right care, to the right patient, at the right time.

These two cards represent falls patients who may have a degree of traumatic injury that ranges from a contusion or bruise, to a fractured hip or other bone, and/ or a laceration of a non-life threatening variety.

Resource Allocation Plan (RAP) data analysis using data from 630,000 calls in 2011 and 2012, showed that these patients, while sustaining an injury, were not in a medically compromised state. However, because of the often elderly age of patients in this call type, environmental factors and to better provide quicker pain control, BCEHS has upgraded these calls to a lights and sirens response. These calls represent about 1,360 calls a month province-wide.

We will continue to monitor our response times to critical calls involving airway compromise, cardiac arrest and other high acuity events to ensure moving these falls calls (17B01 and 17B02) to a ‘hot’ response does not negatively impact the improved response times to critical calls we receive, which were a result of the medically driven RAP changes in October 2013.

Sincerely,

Signed original on file

William Dick, MD, MSc, FRCPC
Interim Vice President, Medical Programs

Pamela Gill

Executive Administrative Assistant to Vice President, Medical Programs & to Randy Shaw, Director, First Responder Services
BC Emergency Health Services 150-2955 Virtual Way, Vancouver, BC V5M 4X6
Tel: (604) 660-6910 | Cell: (604) 802-8911 | Fax: (604) 660-2278

Provincial Health Services Authority