



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Wednesday, November 13, 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 October 16, 2019.*



NEXT COMMITTEE MEETING DATE

December 10, 2019, (tentative date) at 4:00 p.m. in the Anderson Room

COMMUNITY SAFETY DIVISION

- TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE CONTRACT RENEWAL & ANNUAL PERFORMANCE OUTCOME EVALUATION REPORT**

(File Ref. No. 09-5350-01) (REDMS No. 6327158)

CS-18

See Page CS-18 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

- That Council approve a six per cent increase in annual funding and renew the contract with Touchstone Family Association for the provision of Restorative Justice for three-years (2020-2022); and*

Pg. # ITEM

- (2) *That the Chief Administrative Officer and the General Manager, Community Safety, be authorized to execute the renewal of the contract with Touchstone Family Association under the same terms and conditions described in this report.*



2. **EMERGENCY PROGRAMS QUARTERLY ACTIVITY REPORT – THIRD QUARTER 2019**

(File Ref. No. 09-5126-01) (REDMS No. 6327859)

CS-44

See Page CS-44 for full report

Designated Speaker: Norman Kotze

STAFF RECOMMENDATION

That the staff report titled “Emergency Programs Quarterly Activity Report – Third Quarter 2019”, dated October 21, 2019, from the General Manager, Community Safety, be received for information.



3. **BUSINESS LICENCE QUARTERLY REPORT - THIRD QUARTER 2019**

(File Ref. No. 12-8375-03) (REDMS No. 6326509)

CS-48

See Page CS-48 for full report

Designated Speaker: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Business Licences Quarterly Report – Third Quarter 2019”, dated October 17, 2019, from the General Manager Community Safety be received for information.



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4. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – SEPTEMBER 2019**

(File Ref. No. 12-8060-01) (REDMS No. 6316208)

CS-52

See Page CS-52 for full report

Designated Speaker: Carli Williams and Susan Lloyd

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report – September 2019”, dated October 16, 2019, from the General Manager, Community Safety, be received for information.

5. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – SEPTEMBER 2019**

(File Ref. No. 09-5000-01) (REDMS No. 6325231)

CS-59

See Page CS-59 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – September 2019”, dated October 18, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

6. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Tim Wilkinson

Items for discussion:

- (i) *Post Halloween Operations Update*
- (ii) *Lighting of the Hamilton Fire Hall and Open House*
- (iii) *Public Education*

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7. **RCMP MONTHLY ACTIVITY REPORT – SEPTEMBER 2019**
(File Ref. No. 09-5000-01) (REDMS No. 6298329)

CS-69

See Page CS-69 for full report

Designated Speaker: Supt. William Ng

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – September 2019”, dated October 4, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Designated Speaker: Supt. William Ng

Items for discussion:

- (i) *Richmond RCMP 5th Annual Toy Drive – November 16, 2019*
- (ii) *Halloween*

9. **MANAGER’S REPORT**

ADJOURNMENT



Community Safety Committee

Date: Wednesday, October 16, 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 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 September 10, 2019, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

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

DELEGATION

1. With the aid of a PowerPoint presentation (copy on file, City Clerk's Office) Oliver Grüter-Andrew, CEO, E-Comm, provided the following information:
 - E-Comm has consistently met or exceeded its service level target for calls answered within a prescribed time frame; however, E-Comm will continue to improve their response times to non-emergency calls.

Community Safety Committee
Wednesday, October 16, 2019

- E-Comm has launched their new training facility and it has doubled the efforts in training and improved staffing;
- Services have been expanded to southern Vancouver Island from Saanich to Duncan;
- Coast Mountain Bus Company has recently joined the E-Comm radio network, further enhancing the region's public safety goals;
- E-Comm's strategic plan will incorporate new innovations for public use, such as cell phone apps and social media platforms for non-emergency reporting.

In reply to queries from Committee, Mr. Grüter-Andrew noted that ongoing public education regarding emergency and non-emergency calls is necessary and that E-Comm is exploring options to create a universal phone number for non-emergency call across the region.

COMMUNITY SAFETY DIVISION

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – AUGUST 2019**

(File Ref. No. 12-8060-01/20) (REDMS No. 6293494)

In reply to queries from Committee, Carli Williams, Manager, Community Bylaws and Licencing, noted that (i) the two enforcement files noted in the staff report were in relation to an operation of an illegal business and illegal short-term rental suites, (ii) dog patrols occur in the evenings and on weekends in addition to the weekdays, (iii) a property was found to be demolished without proper permits and protocols, (iv) the Passenger Transportation Board will not be issuing fines to illegal ride hailing operators until licenced companies are operating; therefore, the City will not be engaging in any future illegal ride hail blitzes until licenses are issued, and (v) non-compliant applicants have not properly disclosed the source of the soil.

It was moved and seconded

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.

CARRIED

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)

2.

Community Safety Committee
Wednesday, October 16, 2019

A staff memorandum was distributed (attached to and forming part of these minutes as Schedule 1) outlining corrections to Amendment Bylaw No. 10023 and Amendment Bylaw No. 10024.

Discussion took place on the closure of parking meters and parking spaces located within a metered street during construction of new developments, and it was noted that the recovery revenue of \$100 per day per block meter machine was not sufficient.

It was moved and seconded

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.*

CARRIED

4. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – AUGUST 2019**

(File Ref. No. 09-5000-01) (REDMS No. 6288338 v. 2)

Discussion took place on the Butti Pocket Ashtray and it was noted that the City should examine the feasibility of providing portable cigarette extinguishers to the public at City events.

In response to queries from Committee, Fire Chief Tim Wilkinson, Richmond Fire-Rescue noted that RFR are continuously exploring new innovations for fire prevention.

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

It was moved and seconded

That staff examine the feasibility of The Butti Pocket Ashtray, including cost, and report back.

The question on the referral motion was not called as discussion ensued regarding The City of Vancouver's Pocket Ashtray Pilot Program and in response to further queries regarding ashtrays on lamp standards, staff noted that a review on its feasibility can be examined.

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

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It was moved and seconded

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.

CARRIED

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)

In response to queries from Committee, staff noted that retired fire accessories are recycled and donated to local organisations and communities in British Columbia for volunteer firefighters.

It was moved and seconded

(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.

CARRIED

6. FIRE CHIEF BRIEFING

(Verbal Report)

Items for discussion:

(i) Smoking Campaign Update

Fire Chief Wilkinson highlighted that RFR will continue to explore innovative ways to combat smoking.

(ii) Halloween

Fire Chief Wilkinson highlighted that RFR will continue to be vigilant during Halloween to ensure public safety and will be in attendance at City and non-City sponsored events.

In reply to queries from Committee, Fire Chief Wilkinson noted that there is a permit process for fireworks events and private firework events are not typically posted on the City website.

4.

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Discussion took place on the City of Vancouver's upcoming motion regarding fireworks restrictions and it was suggested that staff provide information to the City of Vancouver outlining the successes the City of Richmond has had with its fireworks permit program.

7. RCMP MONTHLY ACTIVITY REPORT – AUGUST 2019

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

Superintendent Will Ng, Richmond RCMP, reviewed statistics from the staff report. He then highlighted that the Fox 80 mental-health car (i) launched on October 10, 2019, (ii) has received positive feedback, and (iii) shifts have been scheduled during times of high call volume.

In response to queries from Committee, Superintendent Ng noted that (i) the number of drug offences will fluctuate based upon initiatives and specific targeting operations, (ii) the RCMP has been engaging in more proactive road blocks, (iii) the RCMP are examining the potential to incorporate 529 Garage in all bikes shops in the City to encourage individuals to register their bicycles, (iv) a public auction is held for all confiscated bicycles, and (v) the RCMP are exploring options to collaborate with local universities to conduct research with regards to trends or patterns behind the increase in mental health calls.

It was moved and seconded

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.

CARRIED

8. RCMP/OIC BRIEFING

(Verbal Report)

Items for discussion:

Halloween

Superintendent Ng highlighted that the RCMP will be patrolling on Halloween to ensure public safety.

8A. ROYAL CANADIAN MARINE SEARCH AND RESCUE FUNDING REQUEST

(File Ref. No.)

It was moved and seconded

That a letter of support for Royal Canadian Marine Search and Rescue's funding request for new equipment to the Vancouver Airport Authority be endorsed.

CARRIED

5.

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9. **MANAGER'S REPORT**

(i) Construction at 11400 No. 2 Road

Staff updated Committee on the ongoing construction located at 11400 No. 2 Road and as a result, staff were directed to provide more information on enforcement options, such as ticketing, fencing regulations, tree and hedge height limits, repair costs to City property, and the accessibility of bylaw and permit information on the City's website.

(ii) Storeys Project

Staff noted that a staff memorandum was distributed to Council regarding the Storeys Update.

(iii) Money Laundering Inquiry Public Meeting

Staff advised that the Money Laundering Inquiry Public Meeting will be taking place on November 7, 2019 from 5:30pm to 8:00pm at the Hilton Hotel in Richmond.

(iv) Touchstone Family Association Annual Report

Staff advised that the Director from Touchstone Family Association has been invited to present their annual report in November.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:12 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 16, 2019.

Councillor Bill McNulty
Chair

Stephanie Walrond
Legislative Services Coordinator



City of
Richmond


Memorandum
Community Safety Division
Community Bylaws

To: Community Safety Committee
From: Cecilia Achiam
General Manager, Community Safety
Date: October 16, 2019
File: 12-8000-01/2019-Vol 01
Re: Correction to Bylaws 10023 and 10024

Staff Recommendation

1. That the following changes be made to Amendment Bylaw No. 10023:
 - a. Item 2 definition of Parking Space, the word form be replaced with the word from
 - b. Schedule "J" 2nd page, Item 7, include the addition of the following sentence "with fees set out in the Consolidated Fees Bylaw No. 8636" after the word expense.

2. That the following changes be made to Amendment Bylaw No. 10024:
 - a. Item 7.3 that the words pubic action be replaced with public auction
 - b. Item 7.5 that the word noting be replaced with the word nothing



Cecilia Achiam
General Manager, Community Safety

CA:sl



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OCT 16 2019
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CS - 11



**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

CITY OF RICHMOND
APPROVED for content by originating Dept.
<i>[Signature]</i>
APPROVED for legality by Solicitor
<i>AC</i>

MAYOR

CORPORATE OFFICER

SCHEDULE A to Bylaw 10023

SCHEDULE "J" TO BYLAW NO. 5870



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-14

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 with fees set out in the Consolidated Fees Bylaw No. 8636.
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 auction 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 nothing 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**.”

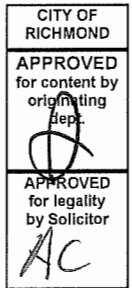
5. This Bylaw is cited as “**Parking (Off-Street) Regulation Bylaw No. 7403, Amendment Bylaw No. 10024**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED



MAYOR

CORPORATE OFFICER



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 17, 2019

From: Mark Corrado
Senior Manager, Community Safety Policy & Programs **File:** 09-5350-01/2019-Vol 01

Re: **Touchstone Family Association Restorative Justice Contract Renewal & Annual Performance Outcome Evaluation Report**

Staff Recommendation

1. That Council approve an increase in annual funding and renew the contract with Touchstone Family Association for the provision of Restorative Justice for three-years (2020-2022); and
2. That the Chief Administrative Officer and the General Manager, Community Safety, be authorized to execute the renewal of the contract with Touchstone Family Association under the same terms and conditions described in this report.

Mark Corrado
Senior Manager, Community Safety Policy & Programs
(604-276-8673)
Att. 1

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

Staff Report

Origin

The City first entered into a three-year agreement with Touchstone Family Association (Touchstone) in 2008 to provide restorative justice services, and has renewed the contract three times (2011, 2014 and 2017). On December 31, 2019, the contract will expire, this report focuses on renewing the three year contract with Touchstone Family Association (Touchstone) as well as assessing the effectiveness and impact of Touchstone's Restorative Justice Program. As part of this contract, Touchstone is responsible for reporting to Council through annual outcome and evaluation reports.

The City of Richmond has entered into a three year contract with Touchstone Family Association for the delivery of the Restorative Justice Program. The Touchstone Family Association is required to report to Council annually on:

- a) the restorative justice annual budget for the upcoming year;
- b) restorative justice revenues and expenditures from the previous year;
- c) performance indicators including the number of referrals, forums and completed resolution agreements;
- d) milestones and achievements; and
- e) participants' satisfaction survey.

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.

1.1 Enhance safety services and strategies to meet community needs.

Analysis

Although Touchstone has operated in Richmond since 1983, providing a broad spectrum of children and family services, it began its partnership with the Richmond RCMP to provide restorative justice in 2004.

In Canada, the restorative justice movement began almost 40 years ago with the gradual paradigm shift away from a justice system that was primarily retributive and focused exclusively on the offender to a system that also considered the needs of the victim/community and an acknowledgement of the harm done to them.

The *Criminal Code*, under Section 717 "alternative measures" allows Crown Council to implement measures other than judicial proceedings for adults who have committed an offence. Similarly, the *Youth Criminal Justice Act* under Section 10 "extrajudicial measures" allows for both Crown and police officers to opt for measures to deal with offenders outside the youth court

system. In particular, police must consider extrajudicial measures for non-violent crimes where the youth offender has no prior criminal record.

Within Richmond, there are two extrajudicial/alternative measures programs:

1. The Youth Intervention Program, which is a counselling program offered by City Staff at the City Centre Community Police Office under the direction of the RCMP Detachment; and
2. The Touchstone Restorative Justice Program (RJ Program), which places an emphasis on accountability and problem solving as a way of addressing harm that takes place when a crime or incident occurs.

Restorative Justice Performance Evaluation

The Richmond RJ Program is a volunteer driven program staffed by Touchstone with a permanent full-time coordinator. To assess the effectiveness of the program, this report drew upon data provided by Touchstone in the Annual Performance Outcome Evaluation Report (see attachment 1) as well as independent police records and justice data that was provided by the Richmond RCMP Detachment.

According to Touchstone, over the past seven years there were a total of 361 offenders that entered the program. In 2018, there were a total of 43 offenders and 34 referrals that went through the program, which is comparable to 2017. Given the RJ Program’s volunteer structure, which is led by a single full-time paid coordinator, the program has the potential to expand to double the current number of annual referrals/offenders it receives from police and the private sector. The coordinator could recruit more volunteers to cover the additional work load. Touchstone has also made raising community awareness of the program as a strategic priority. Table 1 below outlines the total number of referrals and Restorative Justice processes Touchstone has managed from 2013 to 2018.

Table 1: Touchstone Performance Outcome Summary Statistics

	2013	2014	2015	2016	2017	2018
Total # of Offenders	46	56	57	74	44	43
Total # of Referrals	35	41	49	49	36	34
Total # of RJ Process	35	43	47	52	34	38
Total # of Resolution Agreements	42	47	50	67	41	39
Total # of Completed Resolution Agreements	45	46	45	67	37	38

* A referral can have more than one offender

** Restorative Justice Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

The majority of offenders, shown in the table above, were referred to the program by police for alternative/extrajudicial measures resulting from offences for “Theft under \$5,000” under the *Criminal Code*. The majority of these offences took place at “Big Box Stores” including: Apple, Price Smart, Sephora, the Bay and others. In 2018, 65% of the referrals were youth between 7-17 years-of-age and 35% were adults 18 and over.

It should be noted that there were referrals for more serious offences. For example, one 2018 referral involved a high-profile assault on a City staff member at a City facility. Following the successful completion of the program both the victim and offender were satisfied with the RJ Program.

According to independent RCMP Detachment statistics, since 2004 a total of 460 youth were referred to the RJ Program. Of the 351 who successfully completed the program only 12% (43) reoffended. In contrast, 46% (50) of the 109 referrals who initially entered the program but did not complete the program reoffended. Since 2004, 234 adults were referred to the RJ Program and only nine per cent (17) reoffended.

Given that there has not been an independent and comprehensive study of recidivism rates of RJ programs at a provincial and national level, it is impossible to utilize recidivism rates as a comparative benchmark. However, Touchstone’s RJ Program rates are considerably lower than BC youth criminal rates involving similar offences where restorative justice was not administered. According to BC Corrections Operations Network (CORNET) data from 2005-2010 an average of close to 50% Youth Justice clients (ages 12-17) reoffended within five years of receiving a first community sentence.¹

Terms and Conditions

The proposed contract renewal will utilize similar terms and conditions including scope of work, funding, reporting and sections from the previous contracts. For example:

Scope of Work

Touchstone will provide a full time coordinator and shall recruit and train all volunteers required to perform the Work, to the satisfaction of the City.

Funding

Provided that Touchstone performs the work to the provisions of the entire agreement, the City would pay them \$25,175 on a quarterly basis upon on the receipt of an invoice. The invoice would not include employee benefits of any kind as they would be covered by Touchstone who is their employer. The agreement inclusive of all disbursements would reach an annual maximum of \$100,700.

¹ BC Justice and Public Safety Council, “Performance Measures Update for the Justice and Public Safety Sector (2017-2017)”, pg 21. <https://www.justicebc.ca/app/uploads/sites/11/2016/03/pm-2016-2017.pdf>

Reporting

Touchstone would submit an invoice within five days of the end of each quarter. Touchstone and the City will meet biannually during the term of the agreement. Each report will detail work completed during the months of the invoice covered. The City will have the ability to seek clarification regarding invoices.

Financial Analysis

As noted in the attached report by Touchstone, funding continues to be a challenge as the provincial and federal government provides only a small amount of funding to restorative justice programs. The City has long advocated for increased funding for restorative justice services, but the Province maintains it will not advance additional funding. The Province's position has resulted in the City funding the RJ Program.

Inflationary costs as well as wage increases due to a recent collective agreement settlement have placed further strain on the RJ Program and, as a result, Touchstone is seeking a six per cent annual increase to their contract.

Financial Impact

Touchstone is seeking an annual increase of \$5,700 over the current contract of \$95,000 and that this will be included in the 2020 Budget process

Conclusion

The City's Restorative Justice Program is a cost-effective way of providing a much needed service to address social issues within the community. The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that also considers the rights and needs of victims and the community.



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MC:mc

Att. 1: Restorative Justice: Performance Evaluation Report January 1, 2018 – December 31, 2018 by Touchstone Family Association.



RESTORATIVE JUSTICE

***PERFORMANCE OUTCOME
EVALUATION REPORT***

January 1, 2018 - December 31, 2018



EXECUTIVE SUMMARY

Touchstone Family Association is a non-profit society that has been providing services to children and their families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children, youth and families to ensure their optimum development. Over 2000 children, youth and families benefit from our services on an annual basis.

In 2004 the Restorative Justice Program was launched in partnership with the Richmond RCMP. In 2008 the City of Richmond provided funding for a full time Restorative Justice Coordinator. This annual report will focus on the successes and challenges of the past year.

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives \$2500.00 from the Community Actualization Program funded by the province which provides some funds for volunteer training and recruitment. Touchstone continues to raise the profile of this extremely cost effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge, however we are very appreciative to the City of Richmond for not only its financial support but for believing in the Restorative Philosophy of understanding how it creates a safer and healthier community for everyone.

Restorative Justice

What is restorative justice? Restorative justice is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behaviour, while focusing on problem-solving and offender accountability. Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.

Through restorative justice, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and are able to learn how others have been affected by their behaviour. Furthermore, the offender can work with the victim to find ways to repair the damage that has been done.

Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it happened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

While restorative justice affords everyone affected by crime the opportunity to gain closure from

the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing. Communities become healthier and safer as a result.

Resolution Agreements can include:

- Financial Restitution
- Apology to Victim(s)
- Community Service Work
- Essay
- Counselling
- Donation
- Resume Preparation
- Job Search



Restorative Justice is a volunteer driven program that has a permanent full time coordinator. Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The RJ coordinator engages all volunteer applicants in a formal interview process which includes a criminal record check and two reference checks and also takes into account several key criteria that may include but is not limited to:

- Life experience
- Professional employment history
- Education
- Commitment to the program
- Amount of time available
- Experience/Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- Reasons behind wanting to become involved
- Experience/comfort level with conflict
- Oral and written skills

Restorative Justice Embodies Different Processes

Given the intensity of the training and the role of the facilitator it is important to recruit solid, committed individuals. Once the intensive interview process and reference check are complete, volunteer applicants are eligible for, and must successfully complete over time, training in various restorative justice processes or applications, including community justice forums, where the volunteer applicants attend an intense 3 day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator; this is an approach that increases the volunteer's level of confidence and competency, and enhances quality assurance. Of course, community justice forums are only one example of the kind of processes inspired by a restorative justice philosophy. There are other processes that are also utilized by the Restorative Justice Program.

At the heart of restorative justice are its underlying values and principles, which give birth to a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and greatest chance of success. Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include a non-scripted, comprehensive victim-offender conferencing (VOC) process in complicated cases; a scripted community justice forum (CJF) process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

In each case assigned to restorative justice facilitators, the most suitable type of process can only be determined after exploring the needs of the participants and investigating the circumstances surrounding each case. It is important to understand that restorative justice *is a process*, where each case evolves from the first point of examination, takes shape through exploratory discussions with the affected parties, and involves everyone's consideration of an appropriate process to address what happened.

The Richmond Restorative Justice Program dealt with a variety of types of offences in 2018, including Assault, Possession of Stolen Property, Theft Under \$5000 and Mischief

Two stories involving cases from the Richmond Restorative Justice Program are highlighted in this year's report to illustrate the benefits of a restorative approach. These stories illuminate the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

Regaining Dignity

Names of the participants have been changed to protect their identity.

In early 2018, a young man of Asian origin committed an assault in a public venue against an older Caucasian, female, City worker. The incident took place in front of many onlookers and came as a complete surprise to the victim. The case generated a lot of publicity and strong reactions from the public as a result of the images that were shared by the media. The Victim elected to participate in a restorative justice process after an investigation was conducted with the RCMP; the Offender and his family agreed to do so, as well.

Prior to agreeing to participate in Restorative Justice, the victim had received some information from the police regarding "Dave": she learned that he may be on the spectrum for autism. While sympathetic to his condition, "Laura" wanted to help Dave understand the harm that he had done through his actions and to accept responsibility. She believed the restorative justice process would be beneficial in addressing her needs.

After much preparation, including interviews, a victim-offender-conference (VOC) was held that included Laura and Dave, as well as their supporters. Laura was accompanied by her closest friend and also by a work associate. Dave was accompanied by both of his parents. The meeting was facilitated by a restorative justice facilitator.

Inside the process, Dave, using a translator, shared his regret at what he had done to Laura. He understood that what he had done was wrong and unacceptable. Dave explained to Laura that he routinely visited the venue where the incident occurred. It was clear that he didn't know her, personally, and did not, specifically, target her. He explained how he had received a call on his cell with some sad and disturbing news about a family member's health. His sadness gave way to frustration and anger. Unable to cope with his emotions, he tried to cross a barricade that was established for a lineup of people that the venue was hosting. When he was approached by Laura, who was trying to help him, he acted out a violent scene that he had playing inside his head from a war film that he had watched. In doing so, he assaulted Laura.

Dave stood up from his chair inside the restorative justice meeting and delivered a tearful apology to Laura for hurting her that day. Laura, without hesitation, got up from her chair. To everyone's surprise, they unexpectedly hugged one another for a few moments.

After sitting back down, Laura described the impact of the assault on herself to Dave and his family. She explained to him that what was worse than the assault was the overwhelming and unwanted attention that the incident brought upon her. She was deeply disappointed by peoples rush to judgement about what they had perceived to have taken place, as well as the well intentioned, but far too quick, reaction by some in the community to try to make her feel better right away. She lost her privacy and time to carefully process her own emotions. She wanted to regain control over her own life and dignity. In Dave, Laura probably saw someone who was seeking the same.

Dave's parents were grateful to Laura. They explained how Dave has always been misunderstood and this has had real consequences for him growing up. They were appreciative that he was being given this opportunity to put things right. They promised to get him the help that he went so long without because of the stigma, the lack of understanding and inefficient resources back home, where they came from, to treat people with special needs.

In the end, Laura and Dave came to agree on a resolution that would help him make amends with not only her, but also others who work alongside her. With time and supervision, an opportunity to visit the venue he depended on for his betterment and social wellbeing would also be considered.

Wrong Kind of Adventure

Names of the participants have been changed to protect their identity.

In the summer of 2018, "Barry," a teenager, was found sleeping in a park at night. In his possession were stolen tools and equipment from a construction site located nearby. Barry admitted to stealing the items and agreed to participate in restorative justice with the builders working on the Site.

Barry's parents were greatly disappointed and worried for Barry because of the path he was on. They welcomed the opportunity to see Barry not only do right by the people he hurt, but also to change the path that he was on in his own life.

A restorative justice meeting took place at the very construction site that Barry stole the items from. The Project Supervisor had to remain on the Site, so he could attend to any issues that may suddenly arise in the course of the project. The Supervisor gave his assurances that Barry would not be harassed or intimidated by any of his workers. While the thought of coming on to the very site that he committed a crime made Barry terribly nervous, he along with his parents, decided that it was the least he could do, given the harm that he caused, so they agreed.

Barry and his parents arrived at the construction site several minutes ahead of the meeting. Barry appeared nervous, maybe even intimidated walking past the construction workers and on to the Site. His parents and the Restorative Justice Facilitator reminded him that the meeting would be safe and respectful to help ease his anxiety.

Everyone met inside a work trailer. The Project Supervisor was accompanied by the Safety Supervisor on the Site and seated across from them was Barry and his mother and father. Initially, Barry avoided direct eye contact with the two men from the Project. He, eventually, made an effort to look at them while describing his actions.

Barry explained to them that he had a habit of going on to construction sites at night as he liked the challenge of climbing and monkeying around to deal with his boredom and his sense of adventure. He didn't need the harness and tools that he had stolen from the site; he simply took these things because they were there.

The Project Supervisor explained to Barry how expensive the harness and tools are and how dependent workers are on them for their livelihood. The worker whose harness and tools were stolen was sent home because he was not properly equipped to do the work on the Site. Workers in the trade are responsible for purchasing their own harnesses and tools, which are very expensive. The worker in this case had to go out and purchase a new harness and appropriate tools, so he could work and make a living. In addition to this, he became suspicious of other workers, falsely believing that someone else working on the construction site may have stolen these valuable items, thus, causing serious tension between the construction workers. Dealing with the theft also took precious time away from the work that needed to be completed.

The Safety Supervisor was disturbed to hear about Barry's trips to construction sites late at night.

He gave him a real-life example of a young person, who had the same kind of curiosity and sense of adventure and was found dead at one of their construction sites. The young man came on to the site in the dark when the workers had all gone home. He did not see a very deep hole that was dug on the site. He fell to his death.

Both the Project and Safety Supervisors wanted Barry to understand that what he did was dangerous and that there are better and safer ways of having fun. Construction sites, they reminded him, are not playgrounds.

Barry, having listened to the financial and social impact of his actions, as well as the concerns over safety, including his own, expressed his remorse and apologized for his actions. He told the two men that he was prepared to do what is necessary to fix his mistake.

The two men recommended that Barry come and spend one week of his summer doing mostly cleanup on the construction site. They assured him that the workers would be informed of his volunteer work as restitution for what happened and that he need not worry about any harassment from the crew. Barry was grateful to the men for giving him the opportunity to make things right. He successfully carried out his obligations. His parents believe it helped him do something constructive with his time, instead of getting into mischief. They think it also gave him a real appreciation of how hard it is to earn a living in the construction field.

Referrals to the Richmond Restorative Justice Program

The predominant referral base for the Richmond Restorative Justice Program remains to be the Royal Canadian Mounted Police (RCMP). The Program continues to advocate and reach out to the broader community, including Schools and Crown.

School referrals remain a priority for the program. While school-based incidents are sometimes referred by the RCMP to the Program, there is potential for greater involvement and more comprehensive coordination amongst RCMP, Schools and the Richmond Restorative Justice Program in utilizing a restorative justice approach in many more cases involving a criminal investigation. In other cases, where criminal investigations are not necessarily warranted, schools can make direct use of the Richmond Restorative Justice Program.

Richmond Crown also makes use of the Richmond Restorative Justice Program and sees the real benefit the Program offers. Both the Program and Crown continue to partner in cases deemed suitable for restorative justice. In this case, too, there is potential for a more collaborative and coordinated approach to criminal cases amongst Crown, RCMP and the Richmond Restorative Justice Program.

2018 Highlights

The Richmond Restorative Justice Program is a member of the Lower Mainland Restorative Justice Network, which is comprised of restorative justice (RJ) programs, including North and West Vancouver, Burnaby, Coquitlam, Port Coquitlam, Port Moody, New Westminster, Surrey, Maple Ridge, Abbotsford and Chilliwack. The network meets quarterly and focuses on program updates, trends, information sharing and collaboration between programs, training and wellness of practitioners, as well as restorative justice advocacy.

Several members of the Network are also working on behalf of the Network with other regional restorative justice groups in BC to lobby the Provincial Government for suitable RJ funding in BC and for the creation of a Provincial RJ Organization representing RJ programs in British Columbia.

March 7

Program Coordinator Haroon Bajwa made a presentation to the Richmond Family Court Committee at Richmond City Hall to provide information and updates on restorative justice both locally and regionally.

June 11-14

Program Coordinator Haroon Bajwa took part in restorative justice training on victim-centered practice in collaboration with Victim Services of BC. This training was hosted by Vancouver Island's Victoria RJ

November 18-25

Touchstone promoted Restorative Justice Week on its website and through social media

November 8 – December 4

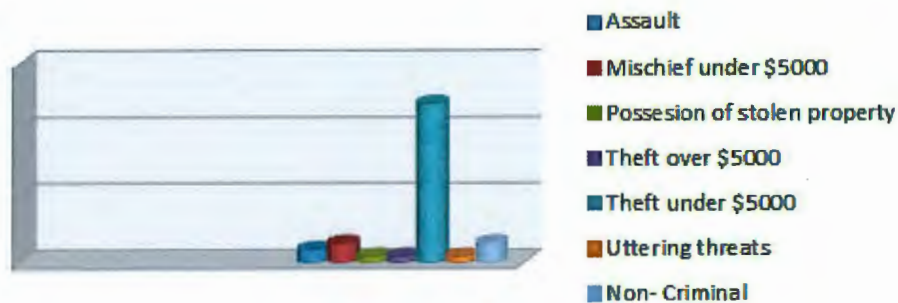
Training in RJ was given to four watches of Richmond RCMP at the RCMP Detachment with the first training taking place on November 8 and the last training taking place on December 4.

STATISTICS

In 2018 there were 34 referrals to the Restorative Justice Program which is similar to 2017. There were 35 restorative processes held. Each year brings a slight fluctuation based often on youth crime and new members to the RCMP.

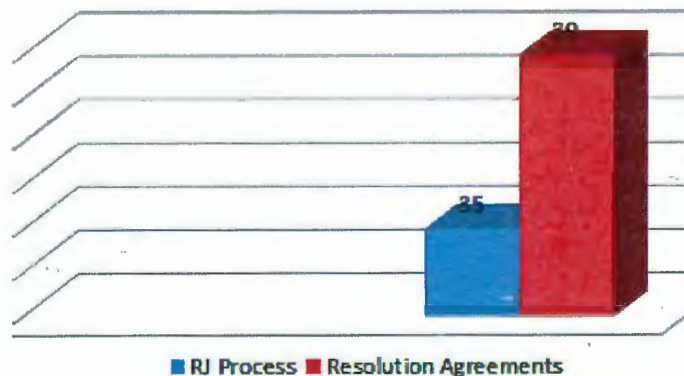
Below is an illustration of data gathered during 2018:

Types of Offenses



There were 39 resolution agreements resulting from the 35 community justice proceedings.

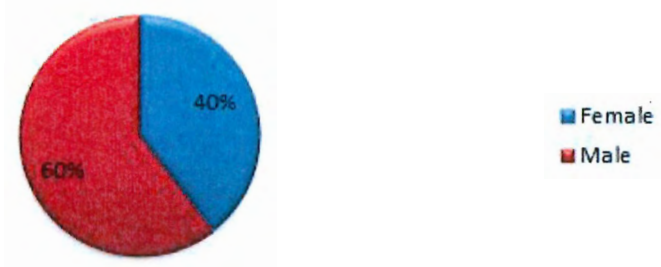
Resolution Agreements



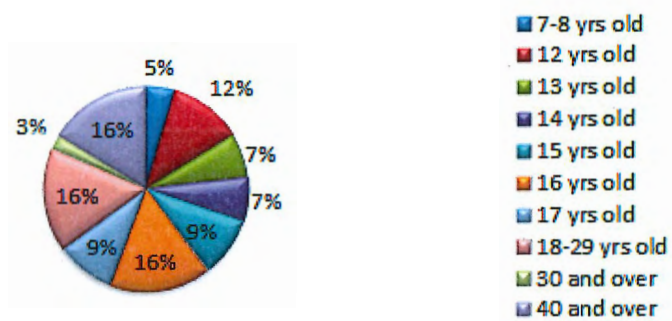
Of the 39 Resolution Agreements, 38 have been successfully completed in this year and the one remaining will be completed next year. This data illustrates that the Restorative Justice process allows for a healthy healing process to occur for all parties involved. The Agreements are mutually agreed upon by all parties (victim, offender and supporters) at the end of each process. Each participant has input into what they need to see happen to make things right. The offenders in all cases have successfully completed these Resolution Agreements demonstrating a commitment to the healing process and an investment in their community.

There were 17 females and 26 males referred to the program.

Gender of Offenders Referred

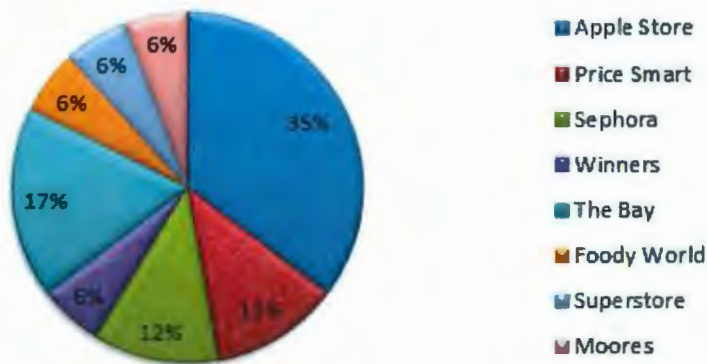


Age of Offenders Referred



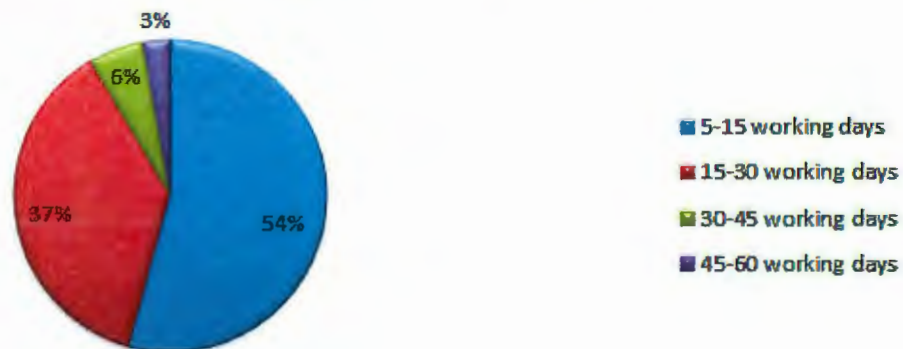
The majority of offenses are for theft under \$5000. There were many different stores that reported these thefts.

Big Box Stores



In regards to how long it took to have a matter brought forward for a community process, the time was similar to last year. The majority of referrals (54%) were processed between 5-15 working days as compared to 56% last year. 37% of the referrals were processed between 15-30 working days. It is very important that resolution happens as quickly as possible for the greatest amount of learning and for the participants to remain invested in the process. This graph illustrates that the majority (91%) of the referrals were processed within our targeted time period (within 30 working days).

How long after the file was referred did the forum take place



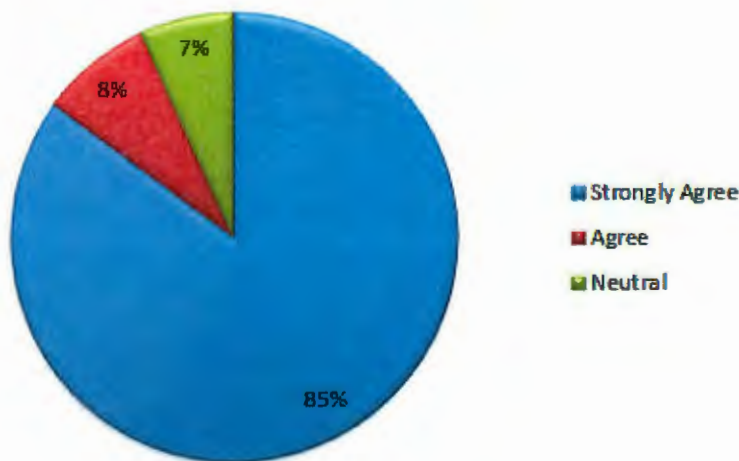
Touchstone Family Association invites all participants involved in the Restorative Justice Process to evaluate their experience. In 2018, 106 people participated in a Restorative Justice process compared to 111 participants in 2017. The participants are asked to complete a feedback survey. Below are the results of the surveys, beginning with the role they played in the process.

Roles of Participants in Forums



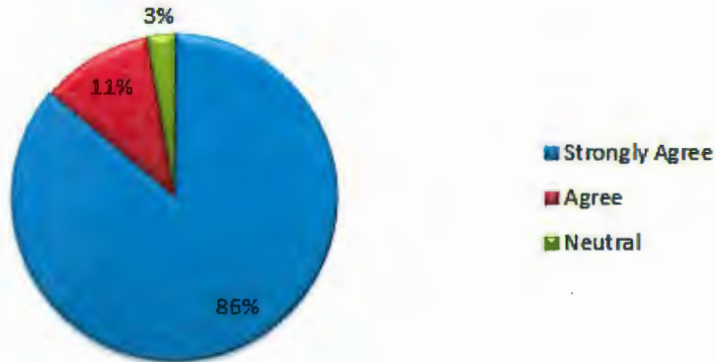
The next question we ask the participants is if they received adequate preparation prior to participating in the RJ process. As you can see from the graph below, the majority of participants felt prepared for the process.

I received adequate preparation and support from the facilitators



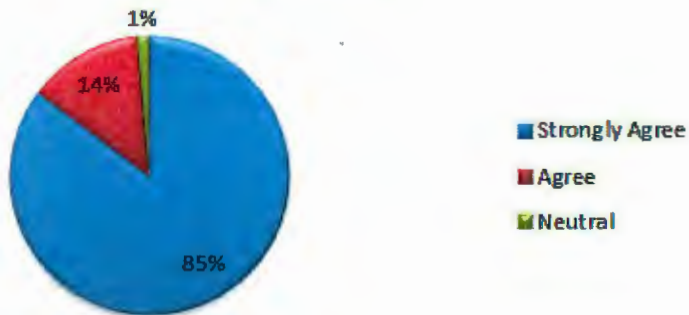
The next question on the survey ensures that the participants were treated with respect and felt safe participating in the process.

I felt safe and was treated with respect

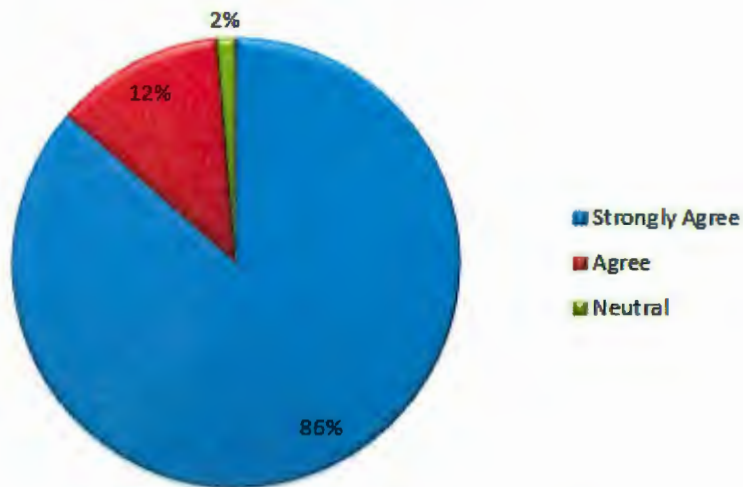


Next, we ask for feedback around the participants' overall comfort in participating in the process ensuring that they felt they could have meaningful dialogue.

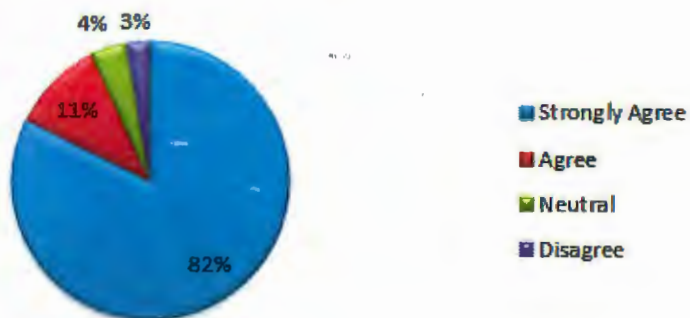
I felt I was able to have my say, allowing me to participate in a meaningful way



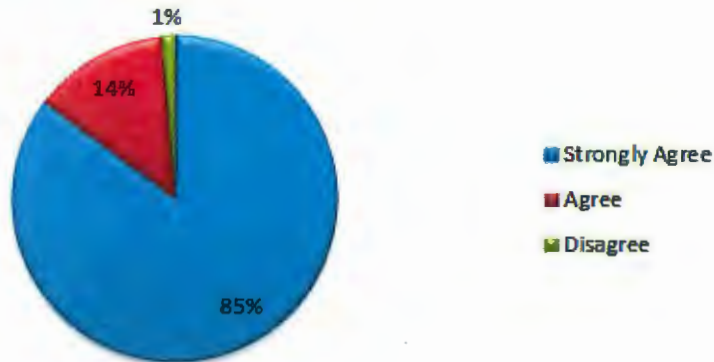
My Questions, Concerns and Issues were Addressed



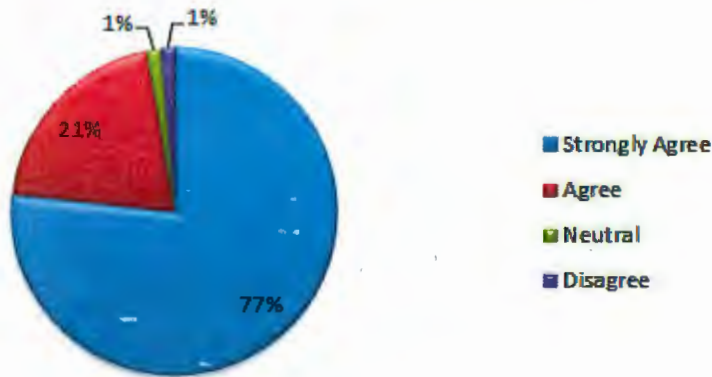
Listening to Everyone, Helped Me Gain a Better Understanding of What Happened.



I am Satisfied With the Resolution Agreement



I Believe This Process has Helped me Find Closure



I Would Recommend Restorative Justice to others Facing Similar Situations



The survey has room for comments regarding any of the above questions and below are the responses and the role of the person making the response is in parenthesis.

- Touchstone is very professional and they provided courteous services (*victim*)
- This service has taught me well and I'm glad to have taken part in it. (*offender*)
- I am really thankful for this service. Thank you very much!! (*offender supporter*)
- A very comfortable environment to deal with adolescents. Enforcing yet non-judgmental. A very important quality for handling adolescents and parents. (*offender supporter*)
- This process has been incredibly powerful in my healing. The depth and sincerity of this exchange would never happen in court. I am so grateful that Touchstone provides this for the community and for individuals. (*victim*)
- This process was beyond my expectations. It is wonderful to have an agreement that benefits both parties. (*victim supporter*)
- This was a thoroughly positive and satisfying process. Thank you! (*victim supporter*)
- Haroon helped me realize that everything I did was wrong. Thank you Haroon for helping me. (*offender*)
- Haroon explained clearly and spoke clearly about the process. Fully enlightened me about what happens to the incident that my son was involved. (*offender supporter*)
- Haroon explained this system in detail so we understood easily and we felt better and he also gave us a lot of time to think about my son's future. We so satisfied with his work. (*offender supporter*)
- I feel like giving back to a place that has given me so much and is a great way to serve my hours. Haroon was very kind and I felt very open about what I said today. I highly recommend the Restorative Justice program as there are no feelings of pressure. (*offender*)
- Haroon made us relaxed so I could be honest and could express my true feelings. Thank you so much! (*offender supporter*)
- Open communication was appreciated and discussing what happened on both sides sincerely helped. (*offender*)
- Really good process to help young people find their way back on a better path. (*offender supporter*)
- I was very satisfied on how this issue was dealt with. (*offender supporter*)
- Well organized. Very good outcome. (*officer*)
- The whole team was really great! I felt that they've given their best in addressing our concerns. Amazing! Thank you very much for coming up into such kind of resources. (*victim supporter*)
- Haroon is a great facilitator. (*offender supporter*)
- The conversation was very thoughtful and I was able to come away with a better understanding of the situation. (*offender*)
- I enjoyed the process and facilitation. The explanations in question 5 were fine it is just my son's explanations that I didn't understand so well. (*offender supporter*)
- I think this service can help a lot of kids hopefully turn their lives around. (*offender supporter*)
- Everything was very clear. I have a better understanding now. (*offender*)
- Overall I 'm very happy that we came today and there are so many people who care about this situation. (*offender supporter*)
- I think this has helped my daughter to have a better insight of the choices she is making. (*offender supporter*)
- The process of bringing closure to an incident between the youth/families was excellent. (*victim supporter*)

- The meeting helped me lose a lot of stress. (*victim*)
- Haroon has done an excellent job throughout this entire process. He listens to needs, accommodates and ensures everyone can speak their mind and be understood. (*victim supporter*)
- Very helpful and safe program. (*offender*)
- Haroon did provide the context of my presence during RJ. It would be helpful in the future if the phone conversation was followed up with an email that outlined my role in the process. (*other – school*)

How can Touchstone make it easier for you to access our services? (i.e. transportation, parking, location, accessibility, etc)	
1.	Everything is top notch and very accessible. (<i>offender</i>)
2.	Accessibility and hours are of great importance (<i>offender supporter</i>)
3.	I have no suggestions but I will refer people. (<i>victim</i>)
4.	More advertising. (<i>victim supporter</i>)
5.	Transportation (<i>offender</i>)
6.	Parking is very close to the building. Easy access. (<i>offender supporter</i>)
7.	Easy to park. Time of the meeting was very considerate, easy to come and very friendly reminder which decrease my fear to come to the meeting. (<i>offender supporter</i>)
8.	Touchstone has been very accessible and I have zero complaints about the accessibility. The location is not confusing at all and the hours are very flexible. Parking was not a problem as well. (<i>offender</i>)
9.	Everything was very easy to do. We appreciate the after-hours work. (<i>offender supporter</i>)
10.	Parking. (<i>offender</i>)
11.	I think its accessible enough right now. It's very central. Parking lot s just enough. Hours are very flexible and phone calls are being entertained at the right time. (<i>victim supporter</i>)
12.	Everything is perfect. (<i>officer</i>)
13.	It's very accessible and the location made us feel relaxed. (<i>offender supporter</i>)
14.	Transportation, hours etc were all fairly easy to access.
15.	Touchstone has made this entire process as good as possible. (<i>victim supporter</i>)

Is there anything else you would like to tell us?	
1.	Thank you to Haroon for the outstanding communication and service and commitment to the program. (<i>victim</i>)
2.	I'm thankful for this service/program and I've enjoyed it. (<i>offender</i>)
3.	Excellent program! (<i>offender supporter</i>)
4.	This is a wonderful program for struggling kids. The fear factor is not overwhelming. Children need to feel that mistakes happen for/with a purpose

	and they can once again embrace life without the burden and with a fresh start. <i>(offender supporter)</i>
5.	The facilitators were very skillful and empathetic. Having the translation was incredibly important. Sincere thanks. <i>(victim)</i>
6.	It is too bad that this process isn't used more often. <i>(victim supporter)</i>
7.	I would like to thank Haroon and the victim for giving me a chance. I also want to thank Haroon for talking and solving the problem in a respectful way. Also, Haroon is a kind guy who helped me solve the problem. I learned a lot from him. <i>(offender)</i>
8.	Truly satisfied to the Association. Very informative. <i>(offender supporter)</i>
9.	I am very thankful to be given this opportunity and this is something I only get once so I will make sure I make the most out of it. Although, I made a bad decision it has helped me move on with my life in a positive impact. <i>(offender)</i>
10.	This system is amazing. There are so many people who have many problems and don't know how to solve their problem. I strongly think to promote this system more to public. It was great to meet you Haroon. <i>(offender supporter)</i>
11.	Good session – with information on restorative action and resolution for all parties involved. <i>(offender supporter)</i>
12.	Thank you for your time and bridge to helping resolve this misunderstanding. <i>(offender)</i>
13.	Thank you to Haroon. <i>(offender supporter)</i>
14.	Thanks for facilitating closure. <i>(offender supporter)</i>
15.	Thank you – we really appreciate you! <i>(victim supporter)</i>
16.	Thank you Haroon and team for a job well done, as expected! Keep up the good work. <i>(officer)</i>
17.	Keep up the good work. <i>(victim supporter)</i>
18.	This program helped the kids to be mature. <i>(offender supporter)</i>
19.	No, I am glad for the intervention and appreciate Haroon's time and consideration for my son. I hope his good intentions ware off on my son. <i>(offender supporter)</i>
20.	I want to say thank you very much for your help to resolve this. <i>(offender)</i>
21.	Although preparing for this meeting was hard for my family and quite stressful, it was helpful to be able to hear why this all happened and why it started. Being able to say how I was impacted was healing for me and my family. <i>(victim supporter)</i>
22.	After hearing the offending party's statement, it has reaffirmed that the police handled us in a different manner and we were misinformed of events. <i>(victim supporter)</i>
23.	I felt that RJ was highly impactful on both parties and served its purpose. <i>(other – school)</i>

Follow-up Evaluation Summary

Restorative Justice is about giving all parties involved in a conflict the opportunity to take an active role in a safe and respectful process that allows open dialogue between the victim, offender and the community. For the offenders, it is about taking responsibility and being held accountable for the harm caused. For the victims, it provides an opportunity to talk about the harm caused and ask questions that may be necessary as a part of the healing process. For communities surrounding the victim and offender, it provides an understanding of the root causes of conflict. Community involvement in restorative justice is one of the core components of the approach thus the feedback is an integral part of understanding the effectiveness of the overall restorative experience.

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback as in past years indicated a high satisfaction rating. The Restorative Justice Program responds to the needs of young people and the community by repairing harm, restoring the moral bond of community and teaching responsibility and accountability to the young person.

A comparison of data from 2012 until 2018 is summarized in the chart below.

	2012	2013	2014	2015	2016	2017	2018
total # of offenders	41	46	56	57	74	44	43
Total # of referrals	35	35	41	49	49	36	34
Total # of RJ Process	31	35	43	47	52	34	38
Total # of Resolution agreements	34	42	47	50	67	41	39
Total # of completed Resolution agreements	34	45	46	45	67	37	38

As evident by the chart above, the Restorative Justice Program has had **361** young people go through the program over the past 7 years which on average is **52** young people a year have been served by the program. It is important to note that the above statistics is only talking about offenders; it is not capturing the number of people participating in the program. In 2018, **106** people participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or offender supporter. The more participants involved the more ground work that needs to be done by the volunteer before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

2017-2019
Strategic Plan
Restorative Justice

Strategic Priority 1:

To promote and actively seek funding partners in order to sustain and grow the Richmond Restorative Justice Program.

1. To meet with representatives of every level of government regarding the innovative approach of restorative justice in relationship to justice.
2. To continue to apply for any relevant Civil Forfeiture or National Crime Prevention funding that may become available.

Strategic Priority 2:

To build and foster a relationship with Crown that promotes the utilization of the Richmond Restorative Justice Program in appropriate cases.

1. To meet or communicate with Crown annually to provide information, orientation and/or discuss potential referrals, as well as other relevant topics or issues.

Strategic Priority 3:

To maintain and strengthen a partnership between RCMP and the Richmond Restorative Justice Program.

1. To meet or communicate with RCMP representatives and/or liaisons to enhance collaboration on issues related to police referrals and service delivery of the restorative justice program.
2. To deliver an orientation on the restorative justice program to new RCMP members whenever an opportunity is made possible.
3. To meet or communicate with RCMP School Liaison Officers in Youth Section to foster a good working relationship and work collaboratively on potential school-based referrals.

Strategic Priority 4:

To promote and/or implement restorative practices inside schools.

1. To foster relationships with schools through outreach and/or presentations on restorative practices.

Strategic Priority 5:

To participate with other restorative justice programs, advocates, academics and community partners in opportunities to lobby senior levels of government for recognition and funding of Restorative Justice.

1. To collaborate and partner with the restorative justice community in assessing and working towards the establishment of an association or other entity that can collectively represent RJ in British Columbia.

Restorative Justice 2018 Statement of Income								
	Jan to Mar 2018	Apr to Jun 2018	Jul to Sep 2018	Oct to Dec 2018	Total 2018	YTD Budget 2018	Variance	Annual Budget
Revenue								
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0	95,000
Expenses								
Wages and benefits	18,315	17,021	17,872	16,751	69,959	68,000	-1,959	68,000
Rent	4,155	4,155	4,155	4,155	16,620	20,000	3,380	20,000
Mileage	90	28	23	0	141	300	159	300
Telephone	249	249	249	249	996	1,000	4	1,000
Office supplies	375	375	375	375	1,500	1,500	0	1,500
Supervision	1,350	1,350	1,350	1,350	5,400	4,200	-1,200	4,200
	24,534	23,178	24,024	22,880	94,616	95,000		95,000
Net surplus (deficit)	-784	572	-274	870	384	0		
Restorative Justice budget for \$95,000 contract to cover January 1 - December 31, 2019								
	Annual	Monthly	Quarterly					
Wages and benefits	\$ 72,240.00	\$ 6,020.00	\$18,060.00					
Rent	\$ 16,620.00	\$ 1,385.00	\$ 4,155.00					
Mileage	\$ 50.00	\$ 4.17	\$ 12.50					
Cell phones	\$ 690.00	\$ 57.50	\$ 172.50					
Office expense	\$ -	\$ -	\$ -					
Supervision	\$ 5,400.00	\$ 450.00	\$ 1,350.00					
	\$ 95,000.00	\$ 7,916.67	\$23,750.00					



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 21, 2019
From: Cecilia Achiam **File:** 09-5126-01/2019-Vol 01
General Manager, Community Safety
Re: **Emergency Programs Quarterly Activity Report – Third Quarter 2019**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – Third Quarter 2019”, dated October 21, 2019, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CA
APPROVED BY CAO 	

Staff Report

Origin

This report provides Council with an update on Emergency Programs (EP) activities. EP is reporting on its activities in support of its mandate to maximize the protection of life, public infrastructure, private property and the environment in the event of a major emergency or disaster.

This activity report for EP provides information on each of the following areas:

1. Community Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Social Services (ESS) Response

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.

1.3 Ensure Richmond is prepared for emergencies, both human-made and natural disasters.

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP program is designed to provide residents with the tools and knowledge to prepare themselves, their families and their communities to be resilient during an emergency of any size.

In the third quarter, workshops were arranged and facilitated by request from the following community groups: Our Saviour Lutheran Church, Lepzi, Nautica North, Meadow Coop Housing and Quilchena Green.

Table 1 below summarizes program statistics for 2019 year to date.

Table 1: Richmond Resilient Communities Program Statistics

Workshop Type	Number of Sessions			Number of Attendees		
	Q1 (2019)	Q2 (2019)	Q3 (2019)	Q1 (2019)	Q2 (2019)	Q3 (2019)
Prescheduled - English	3	2	-	42	44	-
By Request - English	2	5	5	42	105	92
Prescheduled - Mandarin	-	1	-	-	19	-
Totals	5	10	5	84	168	92

RichmondBCAlert

Emergency Programs staff and volunteers promote the City’s Emergency Notification System, RichmondBCAlert, at public events.

Table 2 outlines the total number of sign-ups for RichmondBCAlert notifications. Variations in the total number of signups are due to seasonality and Emergency Programs staff and volunteer attendance at community events.

Table 2: RichmondBCAlert Signups

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	YTD Total
Owner	135	153	54	60	402	431	87	134	98	750	45	234	40	319
Tenant	56	49	13	38	156	269	48	40	72	429	25	73	23	121
Total	191	202	67	98	558	700	135	174	170	1179	70	307	63	440

City of Richmond Resilience

Emergency Plans Review

Calian Group Ltd. has been engaged to facilitate the City’s Hazard, Risk, and Vulnerability Assessment (HRVA), which is the foundational document for all emergency planning in Richmond. Staff anticipate a final report to be presented to Council in 2020.

Staff Training

Emergency Programs facilitates training and situational exercises to provide Emergency Operations Centre designated staff with the necessary skills and experiences to effectively support the City and its residents during events and emergencies of any size. At all levels of training, key response partners are invited to ensure a common training foundation and base of knowledge.

During the third quarter of 2019 Emergency Programs staff, collaborated with Facility Services and facilitated a planning workshop for an Ammonia Leak tabletop exercise which took place in the first week of October of 2019.

Emergency Programs staff is providing logistical support for the upcoming fourth-quarter regional “Disaster Debris” tabletop exercise hosted by Integrated Partnership for Regional Emergency Management in Metro Vancouver (IPREM).

Partner Management

Throughout the third quarter of 2019, Emergency Programs staff coordinated with numerous response partner agencies to create and maintain effective working relationships and engagement procedures.

- Numerous partners were engaged throughout the hazard and risk identification portion of the HRVA to ensure the final report is holistic and representative of the diverse interests and stakeholders within Richmond.
- September 4, 2019 – Staff met with Emergency Management representatives from BCIT to review the Aerospace Campus' emergency response plan and capabilities.
- September 18, 2019 – Staff delivered a presentation at the 2019 Canadian Airport Emergency Planner Conference outlining the City's robust emergency management program and the relationship between YVR and the City as it pertains to emergency planning and response.

Emergency Support Services Response

Activations

Emergency Programs provided Emergency Support Services at three incidents in the third quarter of 2019. Incident summaries are outlined below.

- On July 10, 2019, over 40 units (over 100 individuals) were provided with ESS support as a result of a residential natural gas explosion.
- On July 21, 2019, two individuals were provided with ESS support as a result of a residential fire.
- On July 27, 2019, six individuals were provided with ESS support as a result of a residential fire.

Operational Readiness

Emergency Support Services volunteers started the annual inventory of pre-positioned Reception Centre supplies. Inventories include restocking and replenishing pre-positioned kits at all eight community centre facilities.

Financial Impact

None.

Conclusion

Emergency Programs staff and volunteers continue to engage with the Richmond community to deliver personal and community preparedness, and resiliency information and promote the RichmondBCAlert System to increase awareness. In addition, EP staff provide support to City departments with their preparedness activities.



Norman Kotze
Manager, Emergency Programs
(604-244-1211)



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 17, 2019
From: Cecilia Achiam **File:** 12-8375-03/2019-Vol 01
General Manager, Community Safety
Re: Business Licence Quarterly Report - Third Quarter 2019

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – Third Quarter 2019”, dated October 17, 2019, from the General Manager Community Safety be received for information.

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

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

Staff Report

Origin

This report provides a quarterly summary of activities in support of the regulation of business licences in the City of Richmond.

This report supports Council's Strategic Plan 2018-2022 Strategy #7 A Supported Economic Sector:

Facilitate diversified economic growth through innovative and sustainable policies, practices and partnerships.

7.3 Attract businesses to locate in Richmond and support employment and training opportunities in Richmond as we grow.

Analysis

Business Licence Revenue

Revenue from business licences as well as the number of new business continues to increase year over year. Revenue is up almost three per cent versus the same comparable 2018 YTD period (\$3,647,645) and new businesses are tracking almost eight per cent higher (1404 in the same period in 2018). This is a continuation of similar growth seen in 2018 and is likely the result of conditions in the market as well as systems in place for enforcement and following up with expired and unpaid annual licences.

Table 1: Business Licence Revenue for 2016-2019

	2016	2017	2018	2019 YTD
New Businesses	1704	1801	1745	1513
Revenue (from Licences)	\$ 3,716,597	\$ 3,884,271	\$ 4,087,165	\$ 3,749,767

Application Processing

The licencing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process should be both timely and thorough and staff use three measures of performance including:

- Valid Licences, this is the number of businesses with valid, paid, licences.
- Expired Licences – this is the number of businesses who have not paid to renew their licence from a previous year. Staff follow up with these businesses to confirm if they have either closed or just have not paid their invoice.
- Suspended/Pending Applications - These are businesses that have applied for a new licence or for changes to an existing licence and are waiting for a review of their application. Staff work to have this number as low as possible.
- Total Licences – This is the total number of all licences that are either valid, expired (and being checked) or under application review.

These statistics (shown in Table 2) are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

Table 2: Status and Number of Business Licences

	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3
Valid Licences	13,940	14,368	14,285	14,267	14,276	14,737	14,802
Expired Licences	887	646	688	723	847	637	641
Suspended/Pending Applications	282	279	286	274	334	397	349
Total Licences	15,109	15,293	15,259	15,264	15,457	15,771	15,792

Significant progress was made in the third quarter to reduce the number of expired licences and those waiting for a licence down to the historical lows seen in 2018. This was achieved despite the fact that the number of licences and applications processed was the highest recorded by the group (15,792). However, it is expected that this progress may slow down in the fourth quarter of 2019 until vacancies in the group are filled.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing are continuing to increase. Table 3 provides the revenue collected to date in 2019, compared to totals from previous years. As shown in the table, revenue from Business Licence enforcement is continuing to increase beyond levels seen in recent years. The revenue from quarter three has already exceeded the revenue in all of 2018 and is almost double the revenue received by the same quarter in 2018 (which was \$21,150).

Over the last year, the Business Licences team has employed part-time auxiliary staff in order to undertake additional enforcement of the licencing bylaws. This has made it possible to provide proactive and targeted enforcement of illegal taxis, businesses without licences and bed and breakfast businesses, among other activities. Going forward, it will be proposed to convert the funding for auxiliary staff into funding for a regular full-time position. This is outlined in the report to Council related to staffing and service levels for bylaw enforcement.

Table 3: Business Licence Enforcement Revenue

	2016	2017	2018	2019 YTD
Revenue from Tickets	\$ 1,700	\$ 16,350	\$ 37,250	\$ 41,250

Illegal Taxi Enforcement

Business Licencing staff, along with staff from the Passenger Transportation Board (“PTB”) and RCMP, undertook a targeted enforcement operation on Wednesday, September 18, 2019. Enforcement staff worked through the afternoon and evening, stopping a total of 11 drivers. Each driver received a ticket for operating a business without a licence, which induces a \$1,000 fine. In

the past, drivers were issued three tickets each but changes to the ride hailing legislation at the Provincial level removed certain authorities over taxis and ride hailing from municipal jurisdiction.

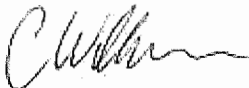
In addition to the tickets issued from the City, the PTB also issued 11 tickets, one to each driver. The RCMP also issued tickets to two of the drivers for violations under the Motor Vehicle Act and other offences.

Financial Impact

None.

Conclusion

This report provides an update on 2019 third quarter statistics to the Community Safety Committee from the Business Licences department. Overall in the third quarter, revenue from both licences and enforcement are continuing to increase year over year.



Carli Williams, P.Eng.
Manager, Community Bylaws and Licencing
(604-276-4136)



To: Community Safety Committee **Date:** October 16, 2019
From: Cecilia Achiam **File:** 12-8060-01/20-Vol01
General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report – September 2019**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – September 2019”, dated October 16, 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.

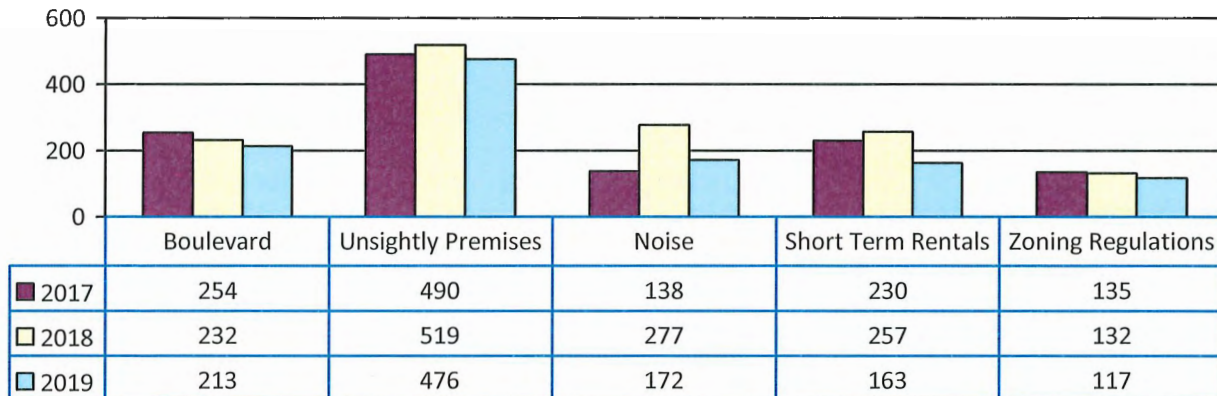
Analysis

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.

Calls for service typically decrease in September, allowing enforcement staff to catch up on complex files. However, staff were redeployed this month to cover vacancies in other areas of bylaw enforcement, including sign and business licence enforcement. These vacancies will be filled as soon as possible in order to reduce impacts to service.

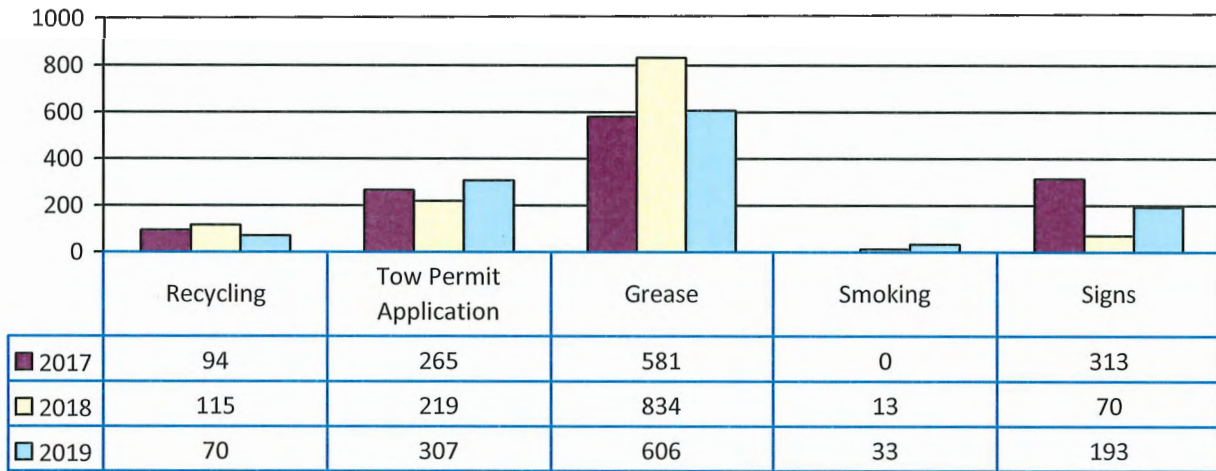
Figure 1: Property Use Calls For Service - September Year-To-Date Comparison



Grease

The Grease Officer remains focused on education and communication. During the month of September, the Grease Officer undertook 44 grease-trap inspections which are reflected in the cumulative total shown in figure 2. There were two violation notices issued for contraventions of the Drainage, Dike and Sanitary Sewer System Bylaw No. 7551.

Figure 2: Other Calls For Service - September 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 (Soil Bylaw). The Officer continues to address issues of non-compliance on 30 properties in addition to monitoring 15 approved sites, two of which are active. During the month of September, the Soil Bylaw Officer conducted 66 site inspections. No violation notices for non-compliance of the Soil Bylaw were issued.

There are an additional 12 soil deposit proposals under various stages of review by City staff. Three of these applications were considered at a September meeting of the Food Security and Agricultural Advisory committee and will be coming forward in November for Council consideration.

Dog Licencing and Patrols

During the month of September, 73 dogs were licenced. The annual dog licence canvassing campaign which runs from May to September 30, resulted in the renewal of 1,193 outstanding dog licences. As of September, the total amount of dogs licenced to date is 7,239.

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 September, with an emphasis on both Garry Point and Walter Lee Elementary 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 of the patrols listed below, two contraventions of the Animal Control Regulation Bylaw No. 7932 were issued.

- South Arm Park
- Spul’u’kwuks Elementary
- Hugh Boyd Secondary
- King George Park
- Garry Point
- Walter Lee Elementary
- Riverport Way
- Brighthouse Park

- Minoru Park
- Odlin Neighbourhood Park
- Dyke and 4 Road off leash park
- Garden City Park
- Dover Park
- No. 3 Road off leash park
- Steveston Village
- Shell Road Trail

Parking

For the month of September and in conjunction with the reopening of the school year, Officers conducted their assigned school patrols, while focusing on gaining compliance through education. Officers also proactively patrolled the arterial roadways adjacent to local cranberry farms, to ensure that visitors to the farms were parking safely off the roadway and not blocking entry access to the farms during the cranberry season. For the month of September, Parking Officers received 2,299 calls for service, out of which 1,935 violations were issued that were associated with various parking and stopping offences.

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

Figure 3: Parking Violations Issuance Comparison

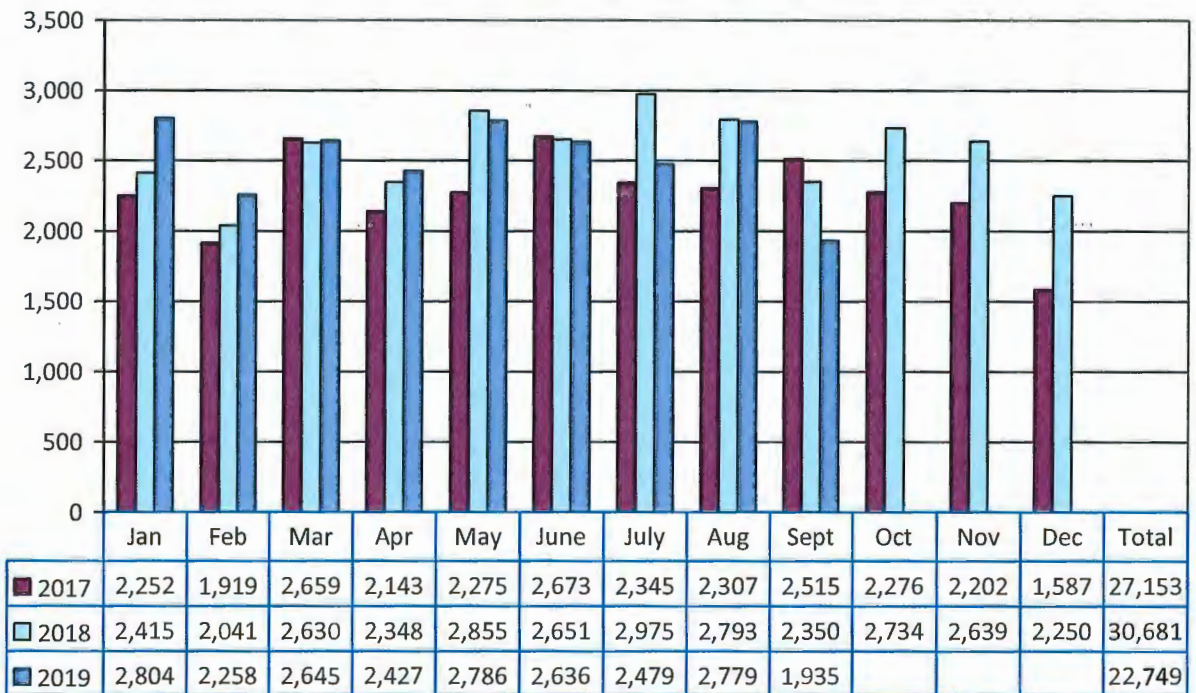


Figure 4: Consolidated Parking Program Revenue Comparison (000's)



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)	September	YTD
Short-Term Rental Offences	1	42
Soil Removal & Fill Deposit Offences	0	25 ¹
Grease Trap Offences	2	9
Parking & Stopping Offences	1,935	22,749
Animal Control Offences	43	383
Totals	1,981	23,208

Bylaw Adjudication

The adjudication session was held on September 17, 2019, and consisted of 17 contraventions of the Traffic Bylaw No. 5870 (Traffic Bylaw) and two contraventions of the Animal Control Bylaw No. 7932 (Animal Control Bylaw). The adjudicator ruled in favour of the City on 15 of the traffic violations and only one of the violations of the Animal Control Bylaw. In the case of all three violations that were over-turned at adjudication, the adjudicator ruled that the City has

¹ August report should have indicated 25 violations

not provided sufficient evidence of the offence. The next adjudication is scheduled for December 10, 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.

The trend for higher than forecast revenue and lower than forecast expenses continued in the month of September. With just three months left in the year, it is expected that the Community Bylaws department will return revenue to the City rather than result in an expense.

Table 2: Department Revenue by Source

Program Revenue	Budget Sep 2019	Actual Sep 2019	YTD Budget Sep 2019	YTD Actual Sep 2019
Contract Revenue ²	0	5,000	0	45,000
Filming Revenue	0	4,332	0	24,150
False Alarm	4,442	854	39,975	19,963
Dog Licences	5,609	4,080	180,418	196,409
Towing Permits	1,244	2,543	13,504	19,586
Other Permits ³	2,956	1,500	32,084	41,507
Other Bylaw Fines ⁴	3,132	9,500	39,102	132,785
Parking Revenue ⁵	167,761	177,625	1,486,969	1,608,977
Receivable Income ⁶	8,213	6,162	72,790	32,222
Total Revenue	193,357	211,596	1,864,842	2,120,599

² City Towing Contract with Rusty's Towing

³ Newspaper box and soil permit applications

⁴ Property Use and Animal control violations

⁵ Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

⁶ Receivable Income consists of Night Market Recoveries

Table 3: Revenue and Expenses by Program in Community Bylaws

Community Bylaws by Program		YTD Budget Sep 2019	YTD Actual Sep 2019
Parking	Revenue	1,559,759	1,710,349
	Expenses	1,131,030	1,002,440
	Net Revenue	428,729	707,909
Animal Control	Revenue	188,124	224,839
	Expenses	205,498	170,435
	Net Revenue (Expense)	(17,374)	54,404
Property Use	Revenue	116,959	185,410
	Expenses	861,654	679,413
	Net Revenue (Expense)	(744,695)	(494,003)
Total Net Revenue (Expense)		(333,340)	268,310

Financial Impact

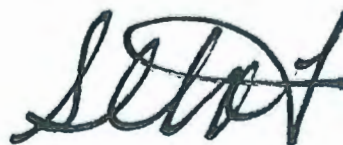
None.

Conclusion

Notable in the month of September in Community Bylaws were the extra parking patrols for the start of the school year and also in support of the cranberry harvest. September also saw the end of the seasonal dog canvassing program.



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: October 18, 2019

From: Tim Wilkinson
Fire Chief

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

Re: **Richmond Fire-Rescue Monthly Activity Report – September 2019**

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – September 2019”, dated October 18, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

Tim Wilkinson
Fire Chief
(604-303-2701)

Att. 1

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

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

September 2019 events included facilitating a team building exercise for the Richmond Sockeyes Hockey Team. The event provided important team building skills for the group as well as insight into the services Richmond Fire-Rescue provides to the community.

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 September 2019 there were a total 835 incidents, representing an eight per cent increase in calls from September 2018 (Attachment 1).

The average time on scene for RFR crews was 25 minutes; this is a decrease over the 28 minutes in 2018. This is due to the nature and severity of each call.

In September 2019 there were 28 reportable fires to the Office of the Fire Commissioner; representing a 30 per cent decrease from September 2018. The average figure for fires reported in September over the last five years, is 39. 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 September 2019 are estimated at \$42,378. This total includes \$42,338 for building/asset loss and \$40 for content loss. The total building/asset and content value at risk was estimated to be \$1,851,996 and the total value preserved from damage was \$1,809,588. These numbers translate to 98 per cent of value protected (Table 1); this is lower than the 99 per cent protected value observed in 2018.

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	0	0	0	0	0	0
Multi family	5	1,545,200	15,000	50,000	40	1,580,160
Commercial/Industrial	5	216,828	7,400	20,000	-	229,428
Outdoor	16	-	-	-	-	-
Vehicle/Vessel	2	19,938	19,938	-	-	-
Totals*	28	1,781,966	42,338	70,000	40	1,809,588

*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 September 2019 incidents:

- **September 3 – Hedge fire on Grandy Road.** Crews responded to fire involving a cedar hedge, fence and overhead wires. Crew used 375 gallons of water and two gallons of chemical extinguisher to smother the fire. Once the fire was extinguished, RFR crews contacted dispatch and requested BC Hydro attend to repair the arching overhead wires. Once Hydro arrived, RFR crews cleared the scene.
- **September 13 – Commercial property fire on Twigg Place.** Crews responded to reports of a building fire. On arrival crews gained access to the property site and extinguished the fire using water and chemical extinguisher. Due to the illicit nature of the fire, which involved burning copper wiring, the RCMP and a Fire Investigator attended the scene.
- **September 13 – Machine fire on Twigg Place.** Crews responded to reports of a box making machine on fire. On arrival crews checked for fire spread using a Thermal Imaging Camera. Crews confirmed all burning materials were extinguished. On site staff had been evacuated from the site and there were no injuries reported.
- **September 22 – Motor vehicle incident and fuel spill – Highway 91.** RFR crews attended a motor vehicle incident involving a large semi transport truck. Crews arrived on scene and extricated a trapped person in their vehicle, using hydraulic spreaders. After the driver was extracted BC Emergency Health Services took over patient care. As a result of the impact and subsequent fuel spill the RCMP closed a section of Highway 91 and RFR crews remained on scene for traffic control. Highway maintenance attended to arrange for repairs of the highway divider, cleanup the fuel spill, and operate a crane to assist with the removal of the damaged semi-truck. The extent of the fuel spill was limited to approximately 100 litres of diesel that had spilled from the truck’s own fuel tanks. The fuel was controlled on the surface and off the roadway. There were no major injuries reported.

October 18, 2019


-4-

Financial Impact

None.

Conclusion

RFR continues to monitor activities to identify and create programs to respond to emerging trends and needs.

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

Tim Wilkinson
Fire Chief
(604-303-2701)

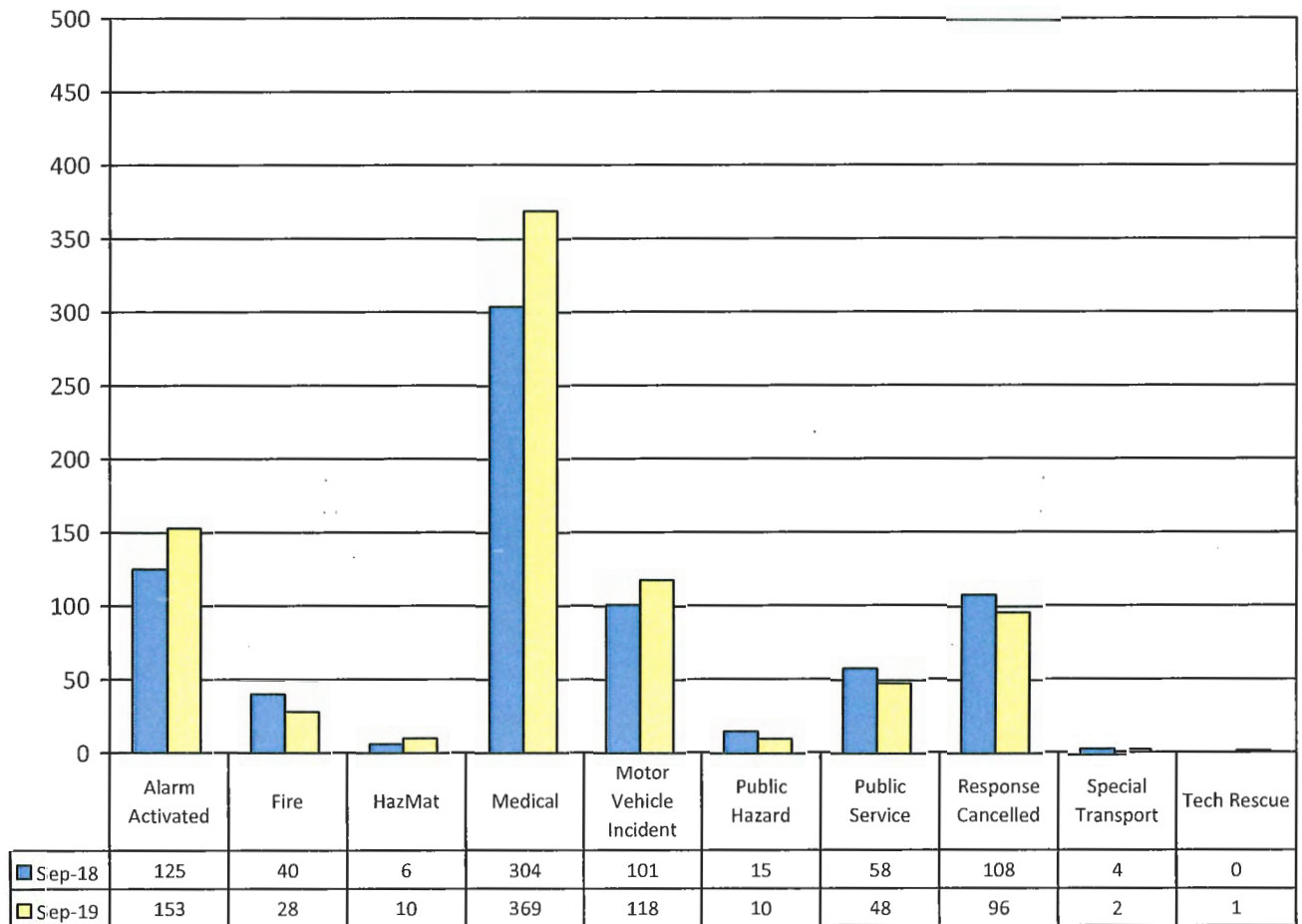
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Att. 1: Suppression Activity, including location of September's Fire, Medical and MVIs

Calls for Service Volumes

The following chart provides a month to month comparison regarding incidents occurring in September 2018 and 2019. In September 2019, there were a total of 835 incidents, compared to 761 in September 2018. This represents an increase of 8 per cent.

Table 2: September 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 September 2019. A detailed breakdown of the medical incidents for September 2018 and 2019 is set out in the following table by sub-type. There were a total of 369 medical incidents in September 2019 compared to 304 in September 2018, an increase of 21 per cent.

Table 3a: September 2018 & 2019 Medical Calls by Type

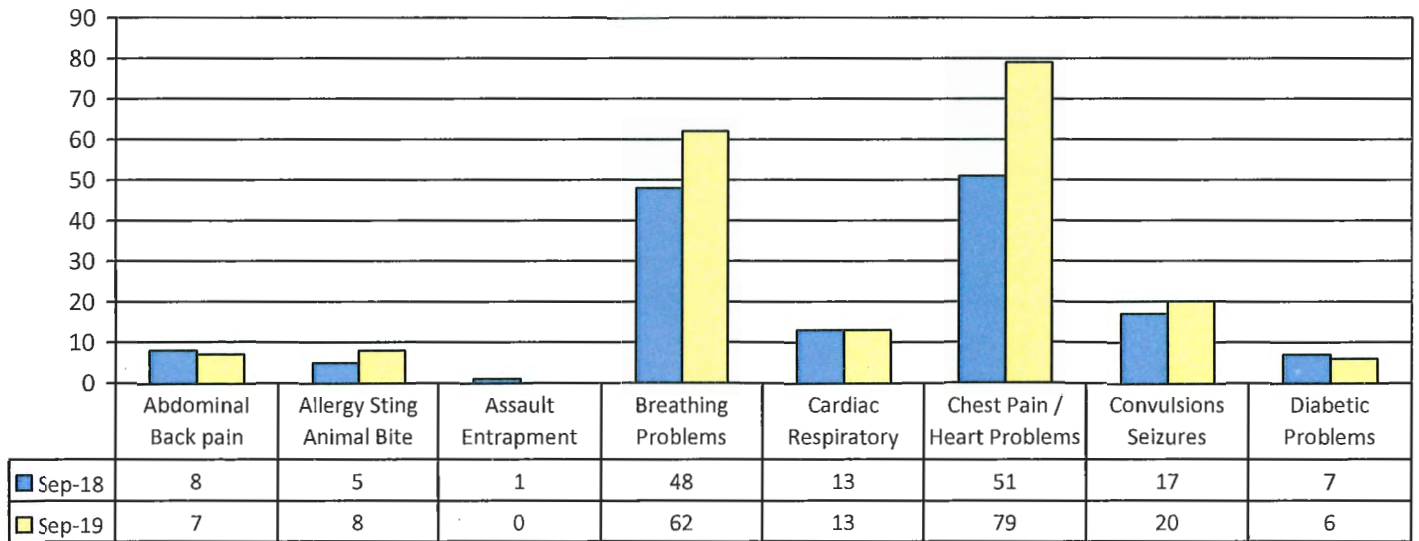
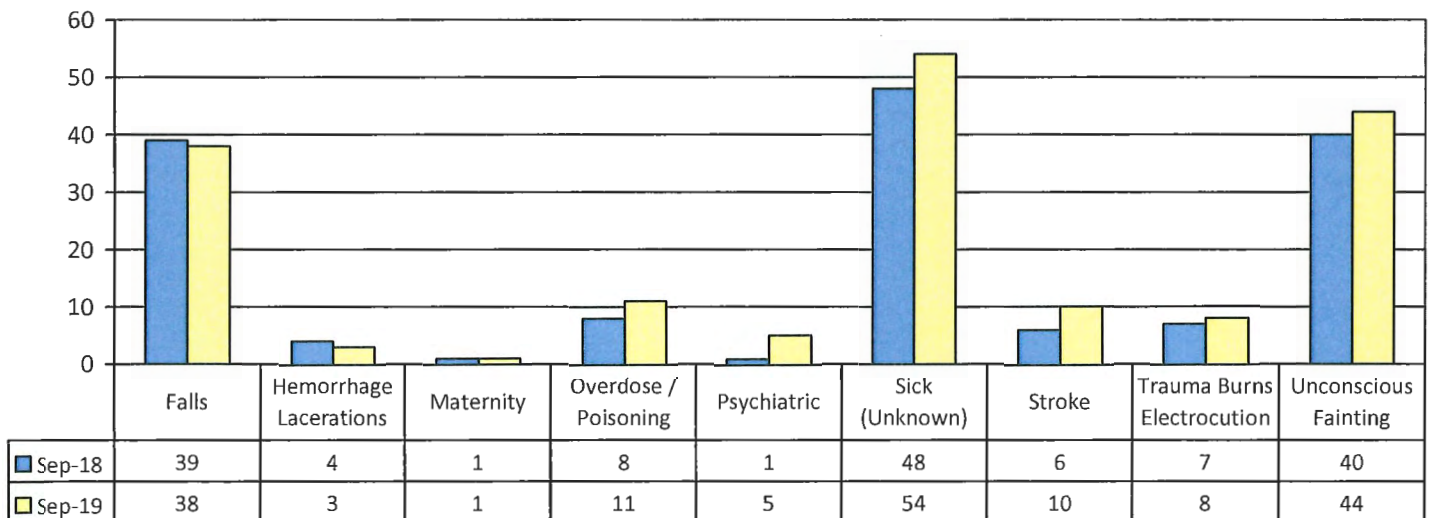


Table 3b: September 2018 & 2019 Medical Calls by Type



Fire Investigations

The fire investigation statistics for September 2019 are listed below:

Table 4: Total Fire Investigation Statistics – September 2019			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	-	-
Residential - Multi-family	-	5	-
Commercial/Industrial	1	2	2
Outdoor	3	10	3
Vehicle	-	1	1
Totals	4	18	6

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

Hazardous Materials

Table 5: HazMat Calls By Type – September 2019	
	Details
Flammable / Combustible Liquids	1
Toxic / Infectious Substances	2
Natural Gas / Propane Leaks (small)	4
Unclassified	3
Totals	10

Figure 1: Location of reportable fires attended in September 2019 (total 28)

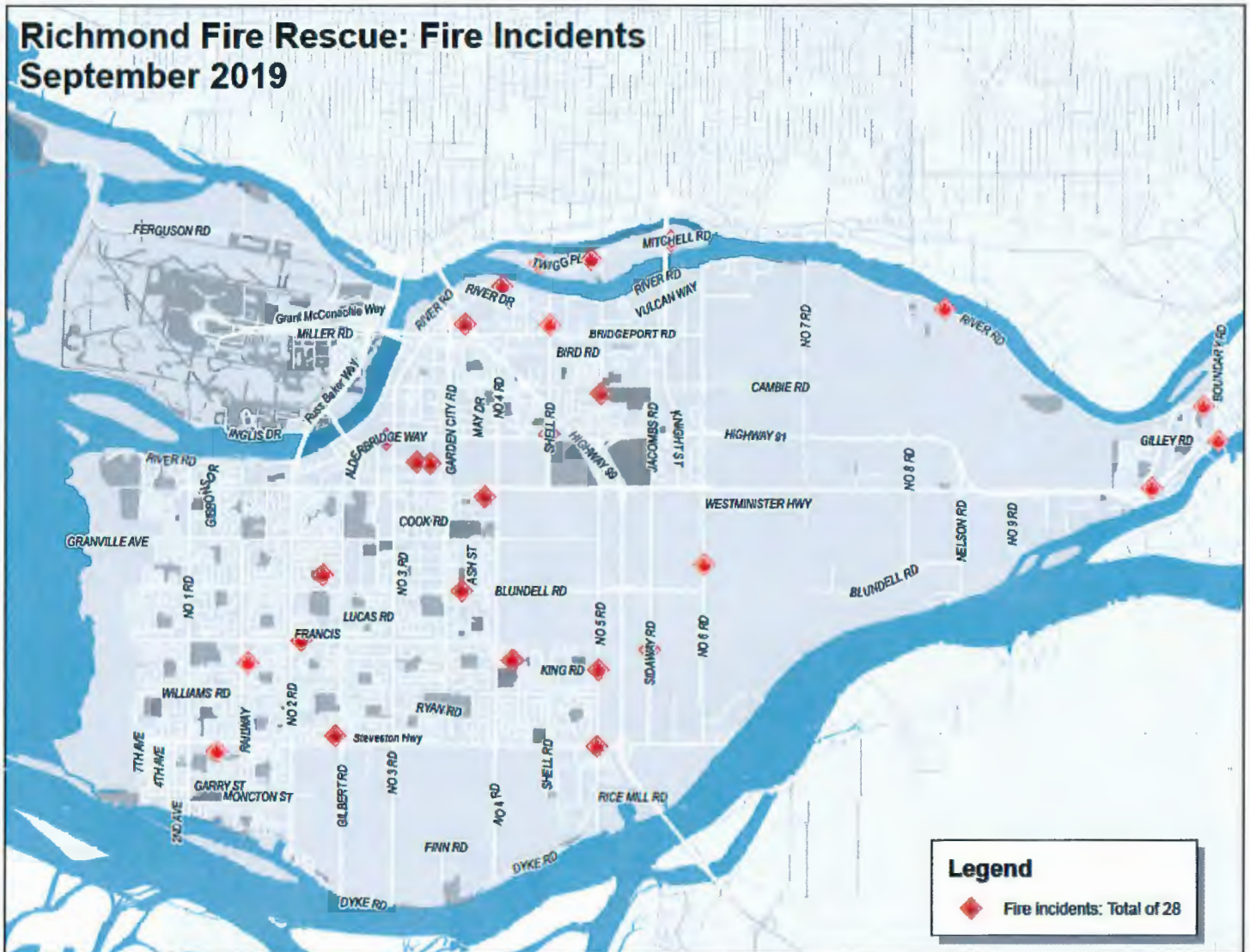


Figure 2: Location of medical calls in September 2019 (total 369)

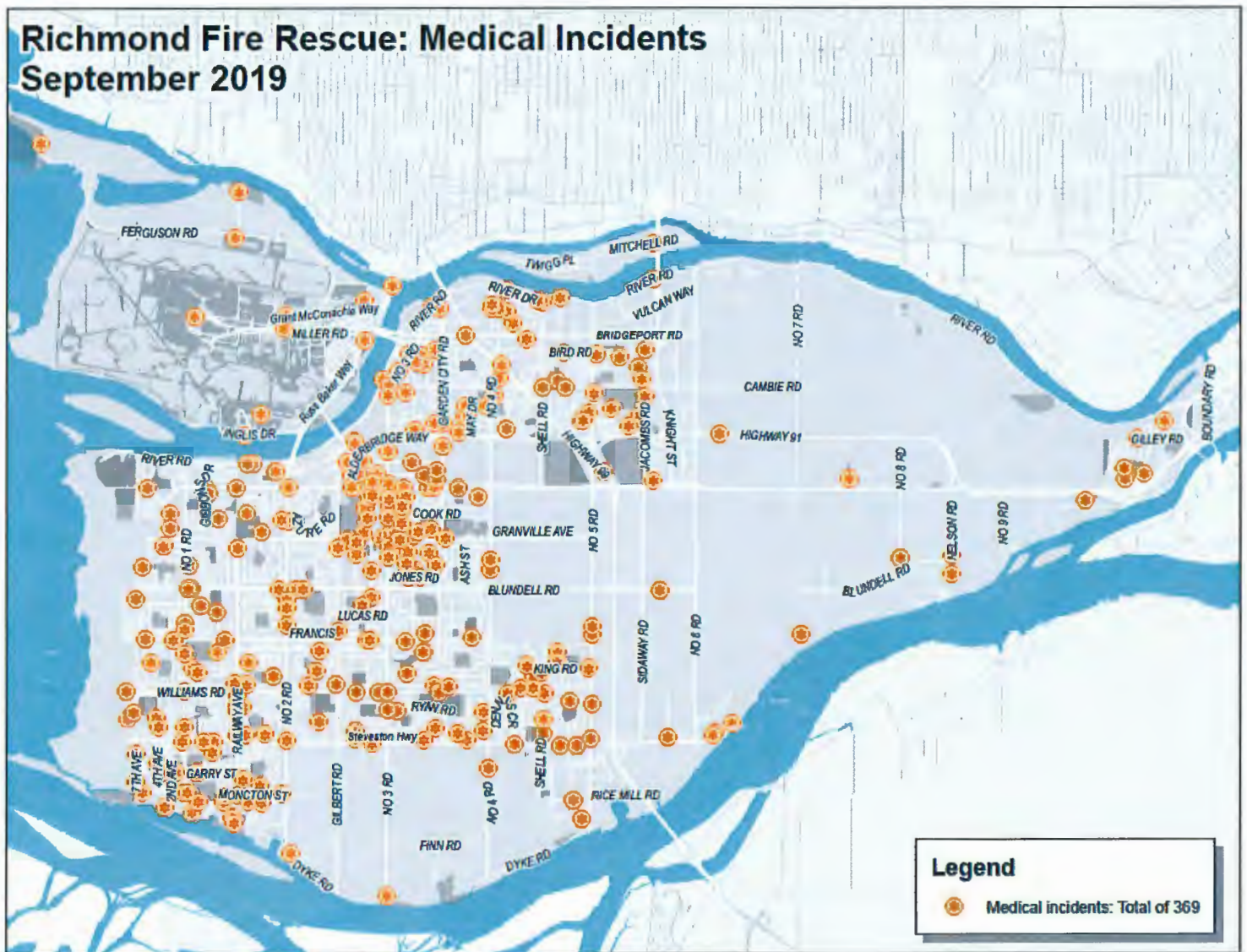
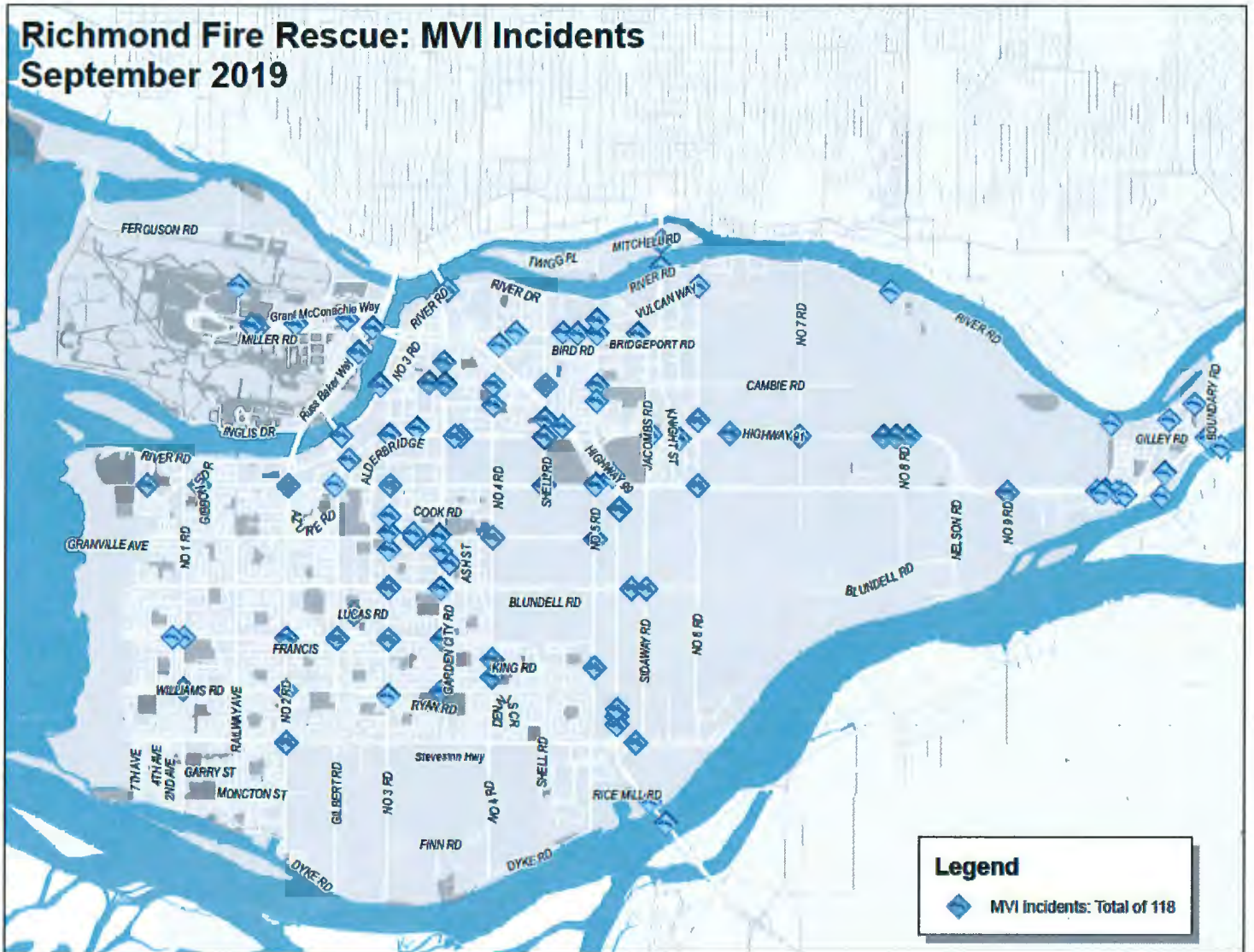


Figure 3: Location of MVI calls in September 2019 (total 118)





To: Community Safety Committee **Date:** October 9, 2019
From: Will Ng, Superintendent **File:** 09-5000-01/2019-Vol
 Officer in Charge, Richmond RCMP Detachment 01
Re: **RCMP Monthly Activity Report – September 2019**

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – September 2019”, dated October 9, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Att. 4

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

Property Crime Arrest

On September 4, 2019, Richmond RCMP officers in the Property Crime Unit arrested a property crime offender after an investigation. The man is suspected in multiple break-ins spanning from August 2018 to January 2019. The suspect is currently facing 12 charges, including nine counts of break and enter to a dwelling house.

Cyclist Hit and Run

On September 7, 2019, Richmond RCMP officers responded to the intersection of Francis Road and Gilbert Road for reports of a collision between a vehicle and a cyclist. The vehicle, described as a blue SUV, did not remain at the scene. The cyclist was transported to hospital with serious but non-life-threatening injuries. The collision remains under investigation.

Luggage Thefts

On September 11, 2019, Richmond RCMP issued a media release advising the public of the arrest of a suspect in connection to a series of luggage thefts at the Vancouver International Airport (YVR). The suspect, a 26-year-old Vancouver woman, has been charged with seven counts of theft under \$5,000. The charges are in relation to luggage carousel thefts that occurred between July 12, 2019 and August 2, 2019 at the YVR Domestic Terminal Building.

Fatal Pedestrian Accident

On September 16, 2019, Richmond RCMP officers responded to the scene of a pedestrian who had been struck by a vehicle. The collision occurred in the 8600 block of No. 3 Road. The victim, a man in his 80s, was taken to hospital but succumbed to his injuries. The driver of the vehicle remained at the scene and has cooperated with police. The Richmond RCMP Criminal Collision Investigation Team is investigating the incident.

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 continue to 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 September 2019, there were four reported incidents of arson, which is up one incident from the previous month. The number of arsons this month is double the number of incidents reported in September 2018 and remains within the five-year average range.

Assault Serious (Assault with a Weapon)

There were nine assault serious events in September 2019, which is up two incidents from August 2019. The number of serious assaults this month is up four incidents from September 2018 and remains within the five-year average range.

Auto Theft

There were 30 auto theft incidents this month, which represents a 67 per cent increase from the previous month and a 23 per cent decrease from September 2018. The number of auto thefts this month is within the five-year average range.

Drugs

In September 2019, there were 68 drug incidents, which is a seven per cent decrease from the previous month and a 33 per cent increase from September 2018. The number of drug offences

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

this month is above the five-year average range. Year to date, drug offences are down 15 per cent when compared to the same period in 2018.

Of the total drug offences this month, 28 per cent involved the import/export of Cannabis and originated as Canada Customs detections at YVR.

Mental Health

There were 211 mental health incidents in September 2019, which is down one incident from August 2019 and represents 79 per cent increase from September 2018. For the ninth 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 46 per cent compared to the same period in 2018.

No patterns or trends have been identified. This month police apprehended 79 individuals. The number of police apprehensions has been trending upwards since June 2019. Hospital wait times were within the average range.

Residential Break and Enter

There were 47 break and enters to residences in September 2019, which is a 27 per cent increase from the previous month and represents a significant 60 per cent decrease from September 2018. The number of residential break and enters this month is within the five-year average. Year to date, there has been a 22 per cent reduction in residential break and enters compared to the same period last year.

Commercial Break and Enter

In September 2019, there were 44 break and enters to businesses, which represents a 47 per cent increase from August 2019 and an 83 per cent increase from September 2018. Commercial break and enters are above the five-year average range. Year to date totals, however, are down seven per cent from the same period in 2018.

A significant number of commercial break enters involved construction sites and residential parkades, which offenders targeted for access to mail, vehicles and storage lockers. Suspected offenders have been identified and investigations are ongoing.

Robbery

There were six robbery incidents in September 2019, which is double the number of incidents from the previous month. The number of robberies this month is two more incidents than were reported in September 2018 and is within the five-year average range.

Sexual Offences

There were 23 sexual offence files in September 2019, which represents a 27 per cent increase from the previous month and is more than two-and-a-half times the number of incidents recorded September 2018. This month's total is significantly above the five-year average range.

No patterns or trends have been identified. Year to date, sexual offences are up 59 per cent compared to the same period in 2018. Crime analysts have identified that this is likely due to CCJS scoring changes. The incidents this month include 13 sexual assaults, three indecent acts and two distribute image without consent incidents.

Shoplifting

There were 86 shoplifting thefts in September 2019, which represents a 12 per cent decrease from the previous month and a 72 per cent increase from September 2018. Reported shoplifting thefts have been above the five-year average range since March 2019.

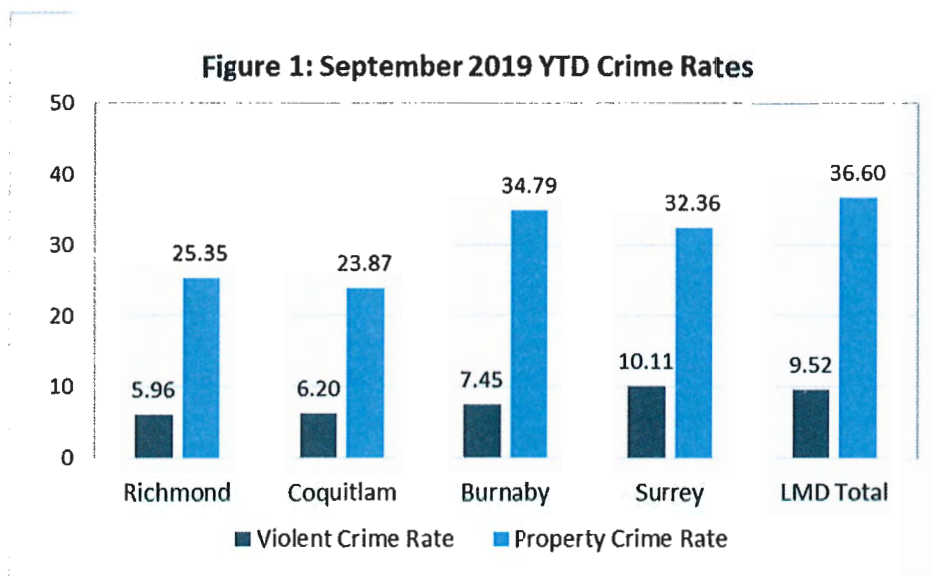
No patterns or trends have been identified and the increase is likely attributed to improved detection. This month the Prolific Offender Suppression Team conducted a Loss Prevention Project in central Richmond. This collaboration with local businesses and partner agencies occurred over a span of two days and led to 34 arrests.

Theft from Auto

There were 174 theft from automobile incidents in September 2019, which is an eight per cent increase from the previous month and a four per cent decrease from September 2018. The number of theft from automobile incidents this month is within the five-year average range. Year to date, there has been a 17 per cent decrease in thefts from automobiles compared to the same period in 2018.

Crime Trends across Jurisdictions

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.



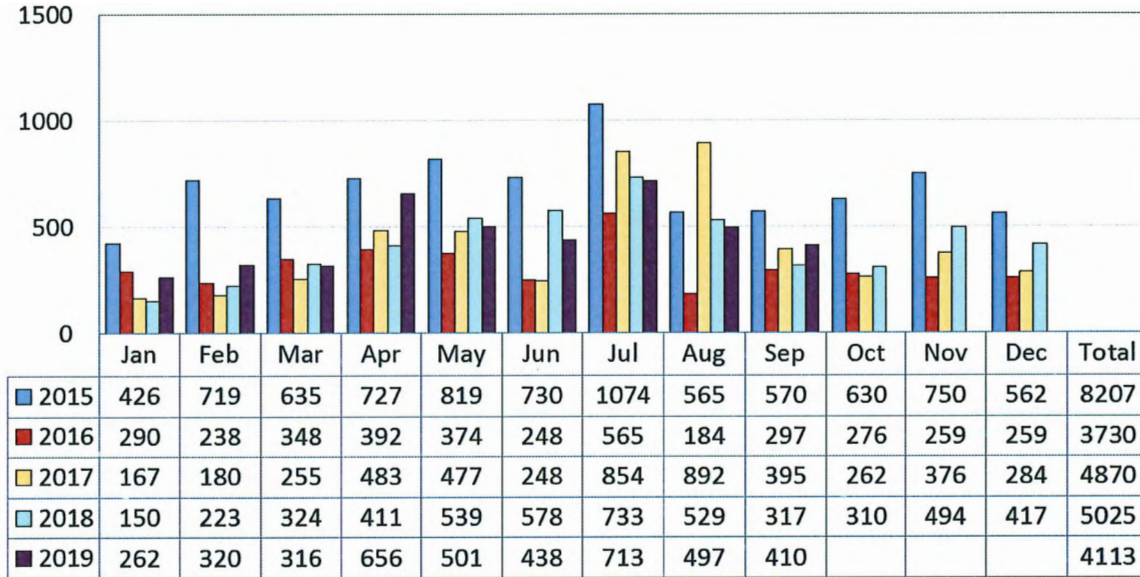
² Crime rate is calculated per 1,000 people (using 2019 population projections)

Auxiliary Program

In August 2019, Richmond Detachment had a complement of 32 Auxiliaries.³ Auxiliaries provided a total of 410 volunteer hours during the month of September.

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 September, Auxiliaries participated in:

- Bait Car
- Crime Watch
- Distracted Driving Campaign
- Fox 80
- Home Security Checks
- NCAA Golf Tournament

Block Watch

At the end of September 2019, the Block Watch program had 398 groups totaling 8,572 participants. Currently, the program includes 545 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 September volunteer highlights included:

- The deployment of 32 volunteer foot/van patrols totalling 212 hours and three bike patrols, totalling 20 hours.
- 47 Fail to Stop deployments took place, which resulted in 1,220 warning letters.
- Speed Watch was conducted on 5,235 vehicles at various locations.
- September 12 – Three volunteers were accompanied by an RCMP member at the Hamilton Movie Night and provided crime prevention information at the Richmond RCMP table.
- September 12 – Three volunteers and an RCMP member conducted commercial break and enter outreach at five construction sites along No. 3 Road.
- September 13 – Two volunteers and three RCMP officers visited 30 businesses at the McArthur Glen Outlet Mall and conducted crime prevention outreach.
- September 17 – 16 volunteers and RCMP members in the Road Safety Unit and Crime Prevention Unit participated in a Distracted Driving Blitz. The deployments were in central Richmond and near YVR. A total of 18,932 vehicles were checked for distracted driving and 47 warning letters were issued.⁵
- September 18 – Two volunteers and three RCMP officers visited 30 businesses at the McArthur Glen Outlet Mall and conducted crime prevention outreach.
- September 19 – Three volunteers and three RCMP officers conducted commercial break and enter outreach in central Richmond. A total of 15 businesses were visited and were provided with crime prevention information.
- September 25 – 20 volunteers and RCMP members in the Crime Prevention Unit and Road Safety Unit conducted a Distracted Driving Blitz at multiple locations throughout Richmond. A total of 5,611 vehicles were checked for distracted driving and 107 warning letters were issued.⁶

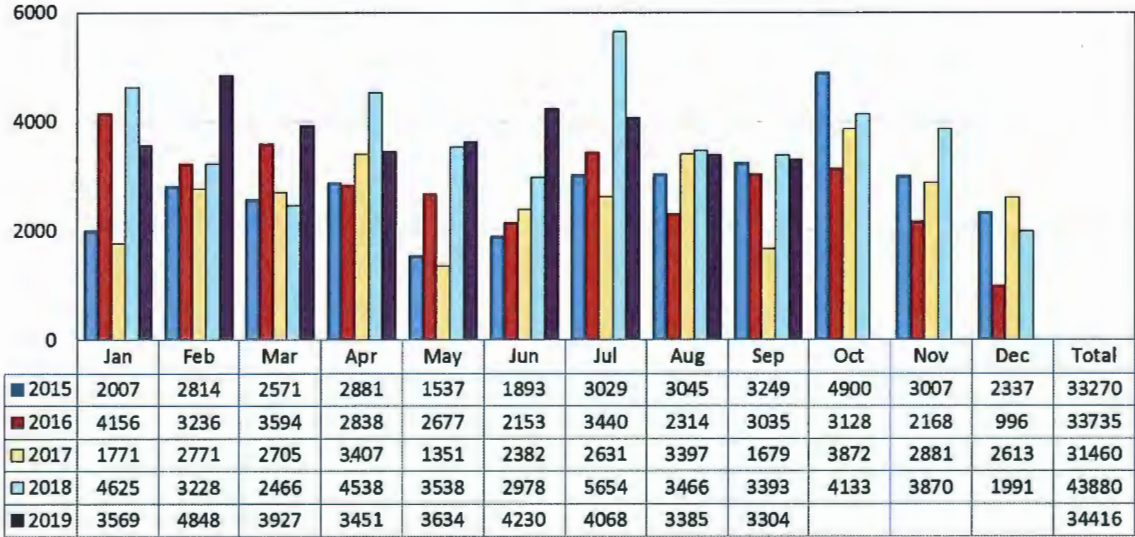
⁵ Violation tickets were also issued and are captured as part of the monthly statistics in Table 1

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Lock Out Auto Crime

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

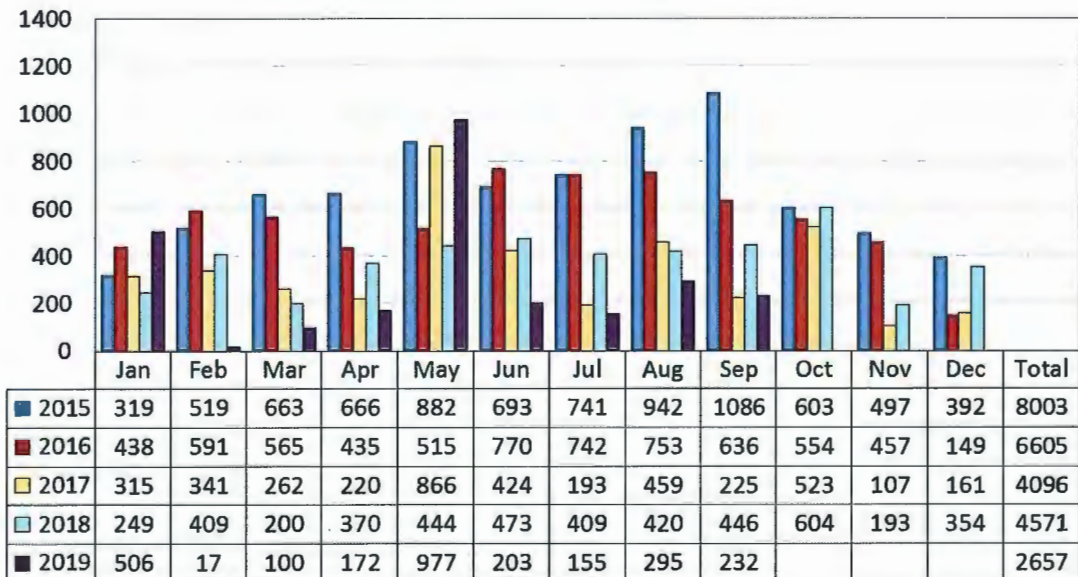
Figure 3: Lock Out Auto Crime Vehicles Issued a Notice



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 education initiatives. During the month of September, the Crime Prevention Unit participated in the following events/activities:

- ATV Patrols
- Break and Enter Outreach
- Broadmoor Patrols
- Distracted Driving Campaign
- Senior Safety Presentation
- Vulnerable Institution Patrols

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 September 2019 data to both July 2019 and August 2019.

Violation Tickets were issued for the following infractions:

Table 1: Violation Tickets Issued

Infraction	July 2019	August 2019	September 2019
Distracted Driving	133	155	192
Driver License	259	244	248
Impaired	38	56	38
Intersection Offences	112	78	82
Moving Violations ⁷	220	232	237
Speeding	495	367	255
Seatbelts	8	6	6
Vehicle Related ⁸	65	66	76
Other ⁹	7	13	6
Total	1,337	1,217	1,140

Victim Services

In September 2019, Richmond RCMP Victim Services attended to 51 new clients and attended 10 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, family conflict and pedestrian-involved motor vehicle accidents.

⁷ Moving violations refers to unsafe lane change and unsafe passing.

⁸ Vehicle related refers to vehicle defects, for example no lights and no insurance.

⁹ 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 September, Youth Section highlights include:

- On September 16, 2019, DARE classes commenced for the first term of the 2019-2020 school year.
- RCMP members in the Youth Section monitored traffic and conducted road safety enforcement at a number of elementary schools.

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)

- Att. 1: Community Policing Programs
2: Crime Statistics
3: Crime Maps
4: 4th Quarter 2019 Crime Prevention Newsletter

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.

SEPTEMBER 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.

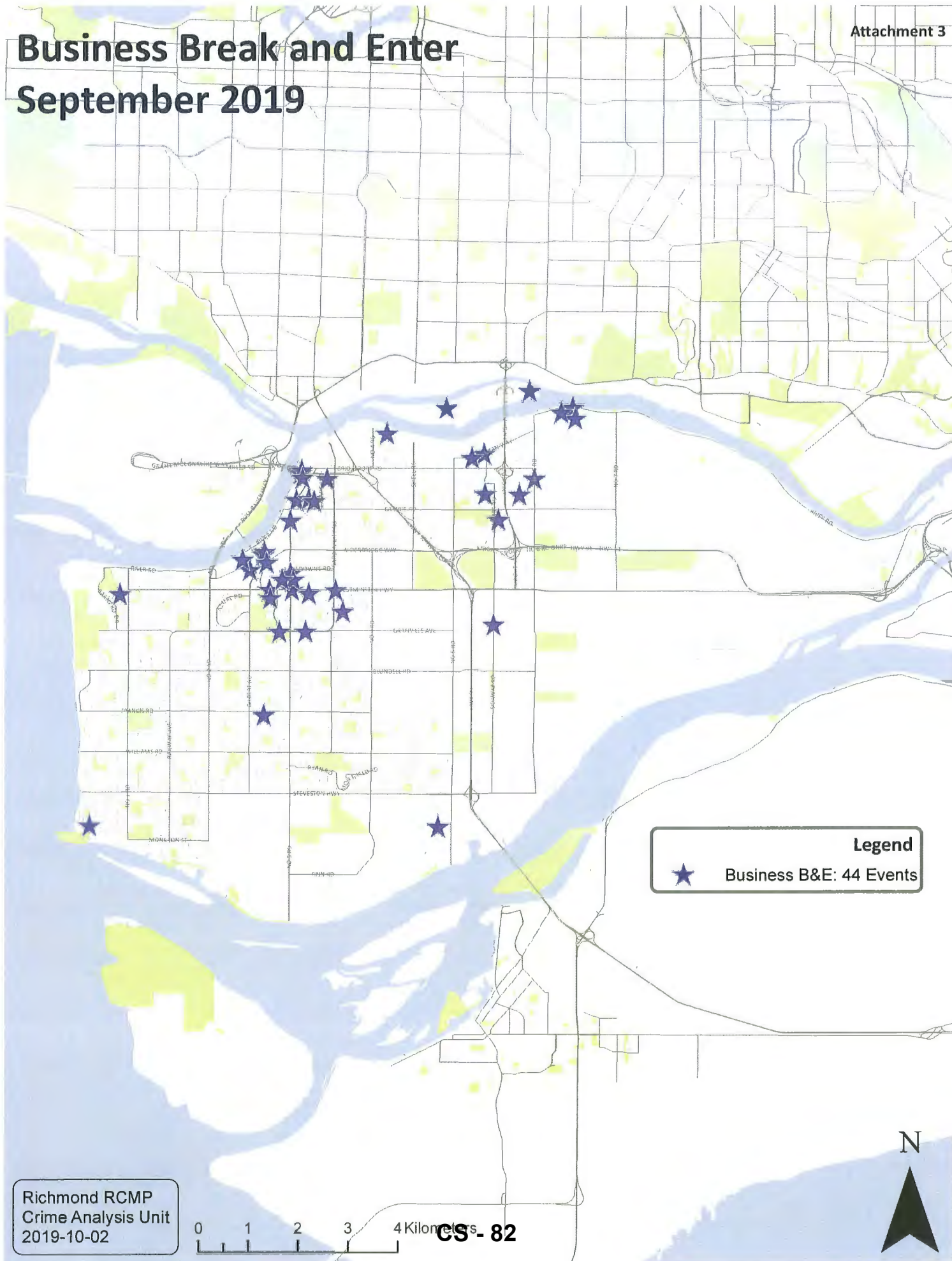
In 2019, changes were implemented regarding the collection of UCR data. The new standards provide much more stringent criteria to classify a file as unfounded. As a result, there will be an increase in many crime statistics, and clearance rates will conversely decline. This creates numerous challenges 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			
	Sep-19	September		2018	2019	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	136	111.6	100-123	991	1315	33%	324
Robbery <small>UCR 1610 (1-3)</small>	6	5.2	4-6	44	58	32%	14
Assault Common <small>UCR 1430</small>	44	39.8	32-48	352	467	33%	115
Assault Serious <small>UCR 1410, 1420</small>	9	12.4	7-17	99	95	-4%	-4
Sexual Offences <small>UCR 1245, 1330, 1356, 1310, 1450, 5501</small>	23	10.8	8-14	110	175	59%	65
PROPERTY CRIME (UCR 2000-Series Offences)	680	645.8	585-707	5749	5740	0%	-9
Business B&E <small>UCR 2120-1</small>	44	29.8	24-35	282	262	-7%	-20
Residential B&E <small>UCR 2120-2</small>	47	60.4	35-85	568	443	-22%	-125
Auto Theft <small>UCR 2135 (1-10), 2178</small>	30	32.8	27-38	225	217	-4%	-8
Theft from Auto <small>UCR 2132, 2142</small>	174	178.4	146-211	1718	1434	-17%	-284
Theft <small>UCR 2130, 2140</small>	104	95.4	76-115	772	880	14%	108
Shoplifting <small>UCR 2133, 2143</small>	86	56.6	50-63	551	786	43%	235
Fraud <small>UCR 2100 (all), 2165, 2168</small>	74	66.6	53-80	653	647	-1%	-6
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	202	192.2	163-222	1654	1776	7%	122
Arson <small>UCR 1029, 2110</small>	4	3.8	2-6	22	28	27%	6
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1018	949.6	866-1033	8394	8811	5%	417
DRUGS (UCR 4000-Series Offences)	68	53.6	49-58	494	421	-15%	-73
MHA RELATED CALLS (MHA files or Mental Health flag)	211	102.8	88-117	1137	1657	46%	520

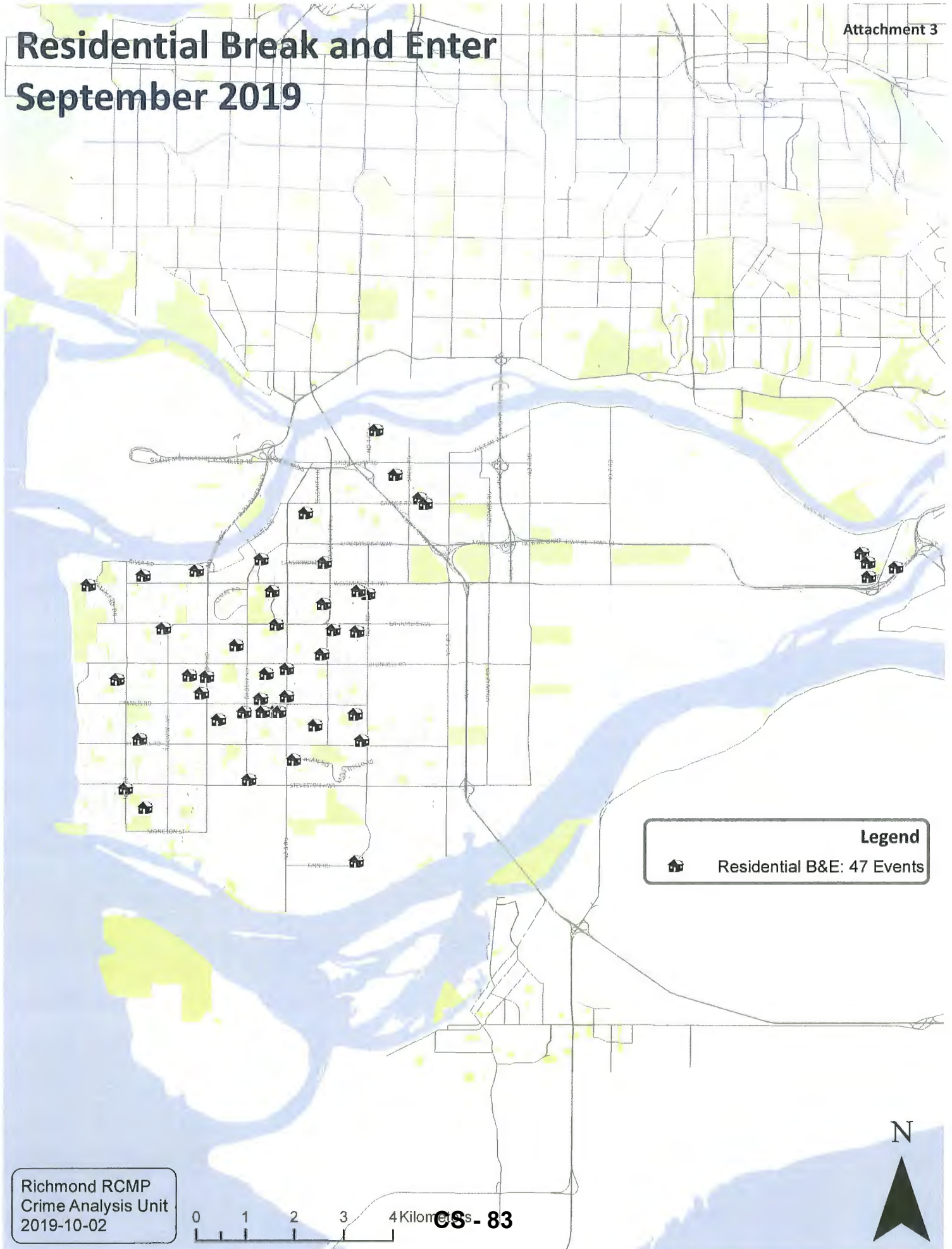
Business Break and Enter September 2019



Richmond RCMP
Crime Analysis Unit
2019-10-02

0 1 2 3 4 Kilometers CS - 82

Residential Break and Enter September 2019



Legend
🏠 Residential B&E: 47 Events

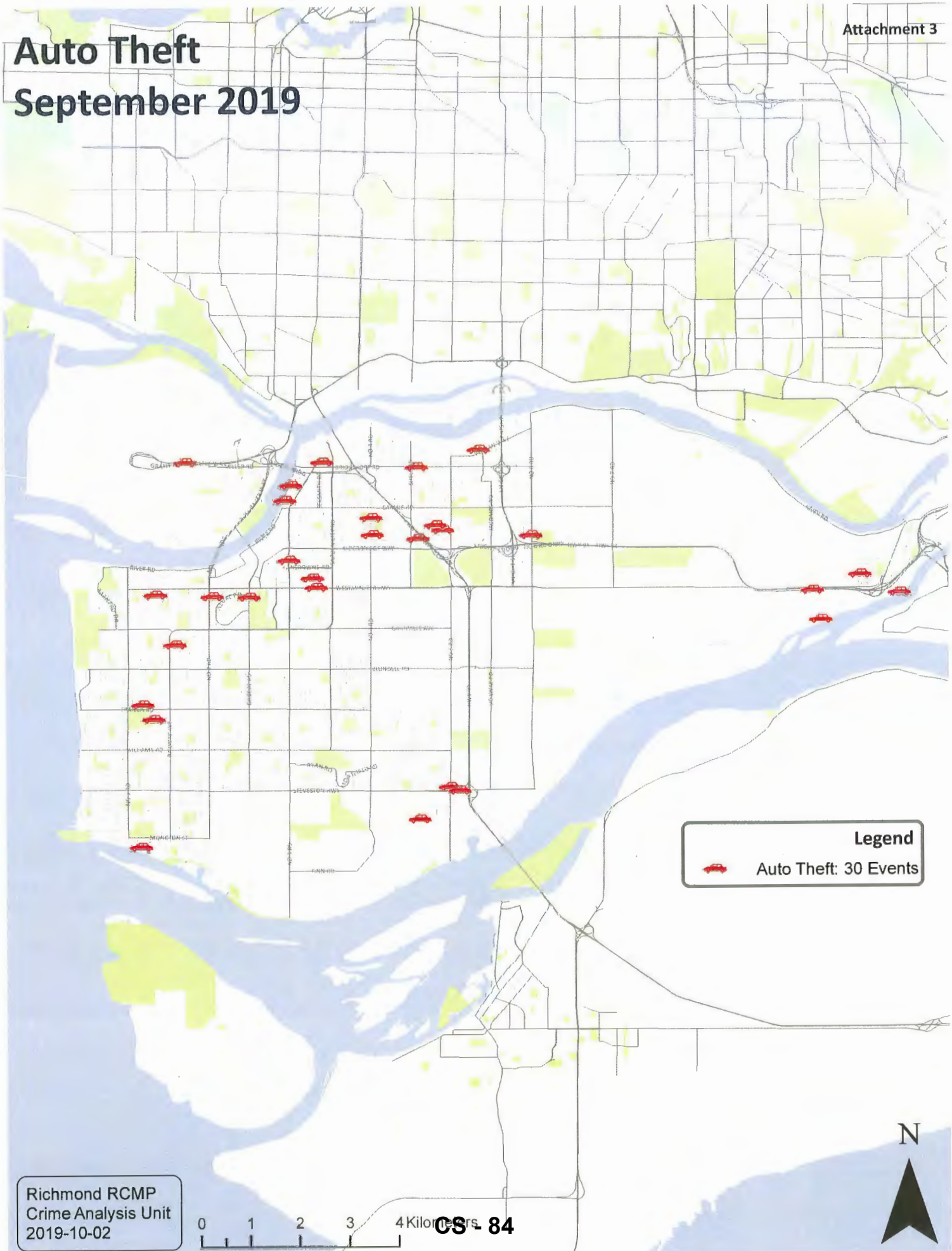
Richmond RCMP
Crime Analysis Unit
2019-10-02

0 1 2 3 4 Kilometers

CS - 83



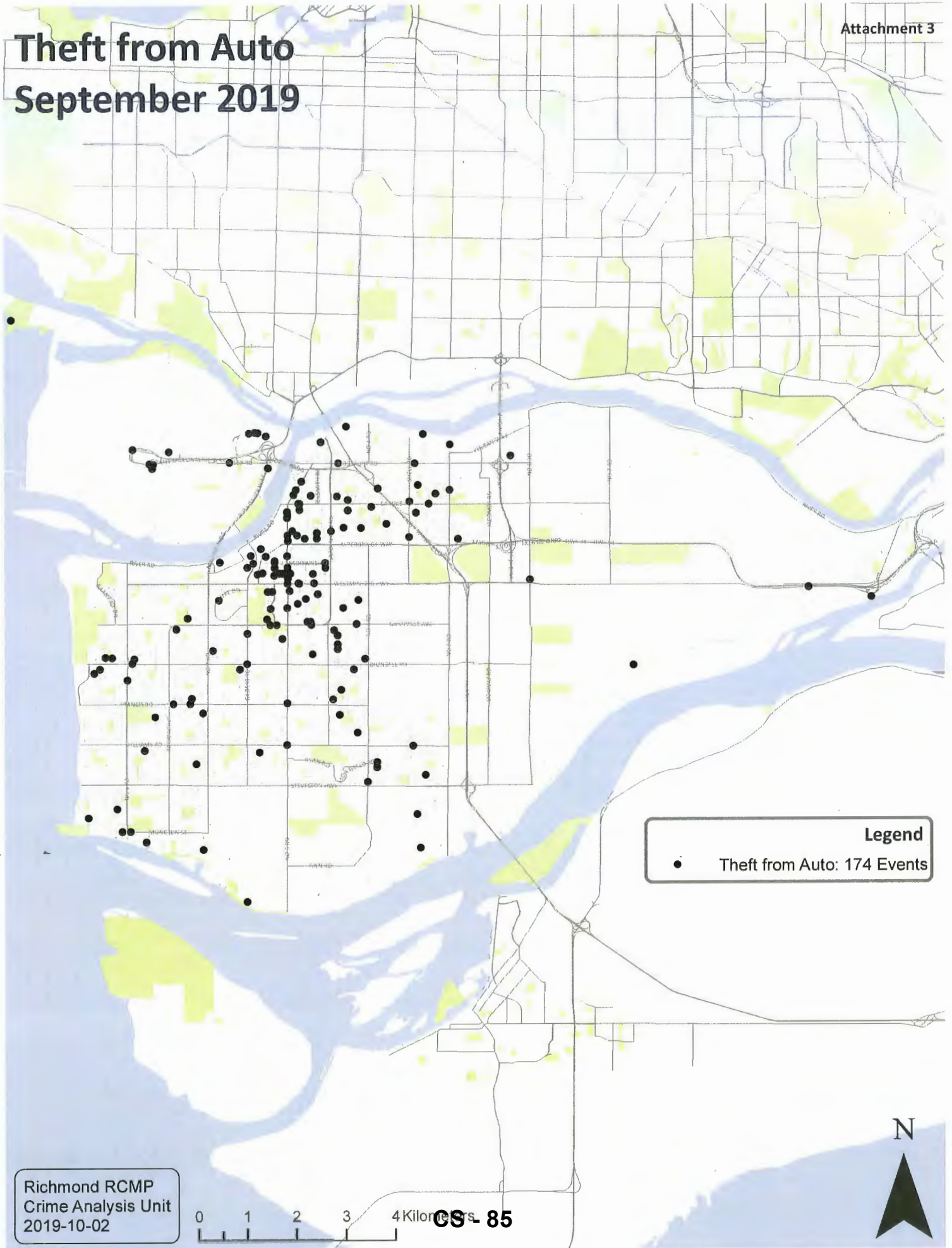
Auto Theft September 2019



Richmond RCMP
Crime Analysis Unit
2019-10-02

0 1 2 3 4 Kilometers CS-84

Theft from Auto September 2019



Legend
● Theft from Auto: 174 Events

Richmond RCMP
Crime Analysis Unit
2019-10-02

0 1 2 3 4 Kilometers CS-85



CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER



How to Prevent Mail Theft

- Do not send any money and/or cheques through the mail
- Have someone pick up your mail and newspaper if you are away on holidays
- Remember to pick up your mail on a daily basis to reduce the potential risk of theft
- Cancel or put a hold on mail when you are away for extended periods of time
- Do not use the red flags on a mailbox as this informs potential thieves that there is something to steal
- Have packages delivered to secure locations such as a workplace or a friend who is home, to be picked up at later time or date; ask Canada Post about FlexDelivery
- Install a security camera at your front door to be able to monitor both your mailbox and porch for theft of mail and parcels
- Do not schedule package drop offs for when you are not at the residence and sign up to receive alerts when packages have been delivered
- If you are a victim of mail theft, please be sure to report the incident to the Richmond RCMP and Canada Post

With holiday shopping starting, it is important to take precautions when making online purchases. These packages are being delivered to your home and if you are not able to receive them at the door, they can be seen as prime targets by thieves.

Seasonal Safety Tips

Shopping season is full swing ahead to prepare for the holidays and this means it is important to be proactive in deterring thieves from targeting you, your vehicle, and your home. Avoid using public WIFI when shopping online as it requires you to disclose sensitive information such as your bank account and credit card. Do not buy from sites that you have never heard of before and if you do, read the reviews first. Beware of places that have deals that seem too good to be true as they most likely are.

When heading out to the mall, do not leave any holiday purchases in your vehicle in plain view and do not regularly drop off packages to your vehicle while shopping. Thieves don't know what is in the trunk unless you show them.

It is always nice to go away during the winter holidays, but do not post on social media that you are gone or indicate so on your voicemail message at home. Only tell a trusted family or friend you are going so they are able to check



up on your house. Even if you stay home for the holidays, you can still be a target of theft unless you take precautionary measures to protect your home. Remove ladders after decorating, turn the porch light on at night to make your home more visible, and dispose of any boxes that once contained high value products such as laptops and TV at the recycle depot. Do not just leave them outside your house. Be sure to document all purchases and gifts by recording serial numbers and keeping receipts.

Pedestrian Safety

- Look both ways before crossing the street
- Be more alert at night as you are less visible to drivers
- Make eye contact with drivers before stepping into the road
- Always use crosswalks and follow pedestrian signs and traffic signals
- Try to wear bright colours to be seen easier by vehicles
- Always walk with small children and hold their hand while crossing the street
- Remove headphones while crossing the road and only wear one ear while walking
- Reflectors are available for pickup at our local Community Police Offices

With kids back to school and Halloween on the fast approach, it is important to have a conversation with your children about being safe. Fall and winter bring rain and potentially snow which can impact visibility.



Summer Fun in the Sun

This past Quarter has been a busy one for the Block Watch Program!

During the summer months, there were 20 Block Watch parties. These events brought neighbours together that all have the collective goal of keeping the streets of Richmond safe. Many of the parties allowed children the chance to test out police cars and even wear a vest just like the real Police officers. Some had kids corners setup with activities like sidewalk chalk drawing, bean bags toss game, street hockey and giant Jenga blocks.

Overall, it was a very successful summer filled with laughter and delicious food enjoyed by everyone!



To start a Block Watch group:

1. Select a Block Captain and a Co-Captain

- ◇ Each Captain/Co-Captain must submit an application and be deemed a suitable candidate by passing a Criminal Record Check.

2. Recruit and build your group

- ◇ Recruit homes on your side of the street, across the street and behind you. Try and get at least 10 households to participate.

3. Captain and Co-Captain must complete a Captains training session

4. Setup 1st Block Watch group meeting/training session with participants

5. Activation of your group

- ◇ Submit a participating household list of your group then a Block Watch street sign will be provided and activation is complete.

Crime Prevention is Everyone's Responsibility!

Stay CONNECTED!

Email your name and street address to blockwatch@richmond.ca to receive break and enter alerts that occur in your neighbourhood.

Visit our facebook page at <https://www.facebook.com/richmondblockwatch>

Contact Numbers

RCMP (emergency)**9-1-1**

RCMP (non-emergency) ..**604-278-1212**

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 and call the Police non-emergency line at **604-278-1212**. If a suspect is present, call **9-1-1**.

Report all suspicious or criminal activity to the police.

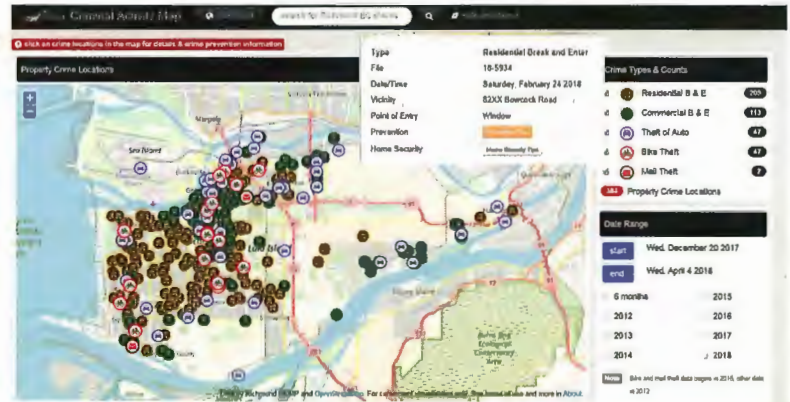
BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Tips on Commercial Fencing and Security Gates

- Avoid using chain link fencing as they are often cut to gain entry into commercial properties
- Do not use tall, solid fences that allows burglars to safely hide without being detected
- Using the maximum allowable fence height helps deter individuals from scaling the fence into your property
- Entrench fencing posts with concrete for added stability and durability
- Bury interiors of the fence to prevent entry through digging
- Install lighting along fence perimeter to allow maximum natural surveillance
- Maintenance is important. Check fence and gate regularly for rust or anything else that could weaken it
- Install security gates to secure doors, windows and prevent access to your building after hours
- Install motion sensors inside fenced and/or gated area and connect it to a 24/7 monitored alarm company
- Lock up all gates with heavy duty padlocks before leaving the property
- Remove the top rail of the fence and replace it with pointed security measures to decrease probability in someone scaling the fence



Visit the above webpage on www.richmond.ca/crime for an interactive map of Richmond that lets you know about current crime summaries and business security tips.



Please help by reporting any suspicious behaviour: RCMP Non-Emergency line **604-278-1212**. If you witness a crime in progress, dial **9-1-1**.

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

