



**Community Safety Committee
Electronic Meeting**

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

**Tuesday, December 9, 2025
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-5 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on November 12, 2025.*



NEXT COMMITTEE MEETING DATE

January 13, 2026, (tentative date) at 4:00 p.m. in the Anderson Room.

LAW AND COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – OCTOBER 2025**
(File Ref. No. 12-8375-02) (REDMS No. 8216982)

CS-9

See Page CS-9 for full report

Designated Speaker: Mark Corrado

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ITEM

STAFF RECOMMENDATION

That the report titled “Community Bylaws Monthly Activity Report – October 2025”, dated November 17, 2025, from the Director, Community Bylaws & Licencing, be received for information.



2. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – OCTOBER 2025

(File Ref. No. 09-5140-01) (REDMS No. 8217029)

CS-16

See Page CS-16 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the report titled “Richmond Fire-Rescue Monthly Activity Report – October 2025”, dated November 14, 2025, from the Fire Chief, be received for information.



3. AWARD OF CONTRACT 8412P FOR A JOINT MOBILE COMMAND UNIT

(File Ref. No. 09-5140-01) (REDMS No. 8180535)

CS-34

See Page CS-34 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATIONS

- (1) *That Contract 8412P for a Mobile Command Unit be awarded to Intercontinental Truck Body (B.C.) Inc. for a total cost of \$1,347,325 excluding taxes as described in the report titled “Award of Contract 8412P for a Joint Mobile Command Unit” dated November 10, 2025, from the Fire Chief of Richmond Fire-Rescue and the Officer in Charge of the Richmond RCMP; and*
- (2) *That the Chief Administrative Officer and General Manager of Law and Community Safety be authorized to execute the contract and all related documentation with Intercontinental Truck Body (B.C.) Inc.*



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ITEM

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

Designated Speaker: Fire Chief Jim Wishlove

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5. **RCMP MONTHLY ACTIVITY REPORT – OCTOBER 2025**
(File Ref. No. 09-5030-01) (REDMS No. 8201697)

CS-40

[See Page CS-40 for full report](#)

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – October 2025”, dated November 9, 2025, from the Officer in Charge, be received for information.

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

Designated Speaker: Chief Supt. Dave Chauhan

Items for discussion:

(iii) RCMP Toy Drive

☐

DEPUTY CAO'S OFFICE

7. **REFERRAL RESPONSE: RESULTS OF THE ALDERBRIDGE NEIGHBOURHOOD DISCUSSIONS**
(File Ref. No. 08-4057-05) (REDMS No. 8191388)

CS-61

[See Page CS-61 for full report](#)

Designated Speaker: Greg Newman

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ITEM

STAFF RECOMMENDATION

That the report titled “Referral Response: Results of the Alderbridge Neighbourhood Discussions” dated November 12, 2025, from Director, Housing, be received for information.

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8. MANAGER’S REPORT

ADJOURNMENT

☐



Community Safety Committee

Date: Wednesday, November 12, 2025

Place: Anderson Room
Richmond City Hall

Present: Councillor Alexa Loo, Chair
Councillor Andy Hobbs
Councillor Laura Gillanders
Councillor Kash Heed
Councillor Bill McNulty

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 October 15, 2025, be adopted.

CARRIED

LAW AND COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – SEPTEMBER 2025**

(File Ref. No. 12-8375-02) (REDMS No. 8193035)

In response to queries from Committee, staff noted (i) driving factors for the significant increase in parking revenue and violations can be attributed to having a full staff compliment who have been proactively patrolling hotspot areas, as well as the implementation of the license plate recognition technology, which enables more efficiency in terms of allocating resources to look at time-based infractions, (ii) enforcement numbers have also driven staff's goal to achieve compliance, which has also been noted through the increased usage of metering, and (iii) the priority privilege with respect to

Community Safety Committee

Wednesday, November 12, 2025

infractions is life safety over those infractions that may have less of a life safety component or none at all (e.g., September priority to ensure a large allocation of resources to schools, particularly during the rush to drop off/pick up children where there's an increased danger of double parked cars near sidewalks).

A brief discussion ensued with respect to the process Bylaw Officers undertake for parking infractions where the driver or occupant is present noting (from a safety perspective) that visual evidence and a record of the license plate would have already been collected before approaching the vehicle.

Further discussion ensued with respect to the lengthy process for the bylaw prosecution referenced in the staff report, noting the agricultural enforcement and \$141,000 fine (which has been received) and the additional remediation costs of the property that were also significant. Staff noted the precedent has been set that the City is quite serious about violations that occur within the ALR.

In response to further queries from Committee, staff reported (i) an investigation is underway with respect to allegations of an individual imitating a bylaw officer, and the importance for the general public to avoid any confrontation with the individual, (ii) similarly, with respect to any potential altercation with fellow dog owners, it was further noted the importance of reporting to Bylaws and/or the appropriate authorities should there be any violations, and not to confront the individual(s) directly, (iii) staff have made some outreach efforts with the BCSPCA and subject matter experts to solicit feedback in the area of cat bylaws in BC and management practices for urban free roaming cats, and will report back to Committee with any information obtained, and (iv) the addition of another soil bylaw enforcement officer has enabled an increase in proactive patrolling and greater presence overall, also increasing the potential of obtaining any neighbourhood concerns.

It was moved and seconded

That the report titled "Community Bylaws Monthly Activity Report – September 2025", dated October 14, 2025, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

Community Safety Committee
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2. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – SEPTEMBER 2025

(File Ref. No. 09-5140-01) (REDMS No. 8183964)

A brief discussion ensued with respect to the reported number of medical responses to YVR. Chief Wishlove noted he was not aware of any contractual arrangement with YVR for Richmond Fire-Rescue's responsibility, in conjunction with BC Ambulance, to respond to medical emergencies at YVR, in addition to RFR's response to fires, alarms and natural or other types of emergencies that are part of RFR's responsibility under the access agreement.

It was moved and seconded

That the report titled "Richmond Fire-Rescue Monthly Activity Report – September 2025", dated October 15, 2025, from the Fire Chief, be received for information.

CARRIED

3. FIRE CHIEF BRIEFING

None.

4. RCMP MONTHLY ACTIVITY REPORT - SEPTEMBER 2025

(File Ref. No. 09-5350-01) (REDMS No. 8175434)

Discussion ensued with respect to (i) the increase in tickets issued for distracted driving, (ii) a reduction in the average hospital wait time for apprehensions, and (iii) the relatively low year to date motor vehicle collisions, compared to the recent years.

Superintendent Julie Drotar noted that road/traffic enforcement is the responsibility of every single unit that patrols the streets of Richmond, a combined effort of every all members, front line as well as the road safety unit.

It was moved and seconded

That the report titled "RCMP Monthly Activity Report – September 2025", dated October 14, 2025, from the Officer in Charge, be received for information.

CARRIED

5. RCMP/OIC BRIEFING

None.

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Wednesday, November 12, 2025

6. **MANAGER'S REPORT**

None.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:35 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, November 12, 2025.

Councillor Alexa Loo
Chair

Lorraine Anderson
Legislative Services Associate



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** November 17, 2025
From: Mark Corrado **File:** 12-8375-02/2025-Vol
Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – October 2025**

Staff Recommendation

That the report titled “Community Bylaws Monthly Activity Report – October 2025”, dated November 17, 2025, from the Director, Community Bylaws & Licencing, be received for information.

Mark Corrado
Director, Community Bylaws & Licencing
(604-204-8673)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	☒	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

This report supports Council’s Strategic Plan 2022-2026 Focus Area # 3 A Safe and Prepared Community:

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In October 2025, a total of 135 calls for service were opened for investigation, which represented an 18.4 percent increase (114) from the same period last year. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a through review of a received complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received for Property Use officers to follow up on and investigate.

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

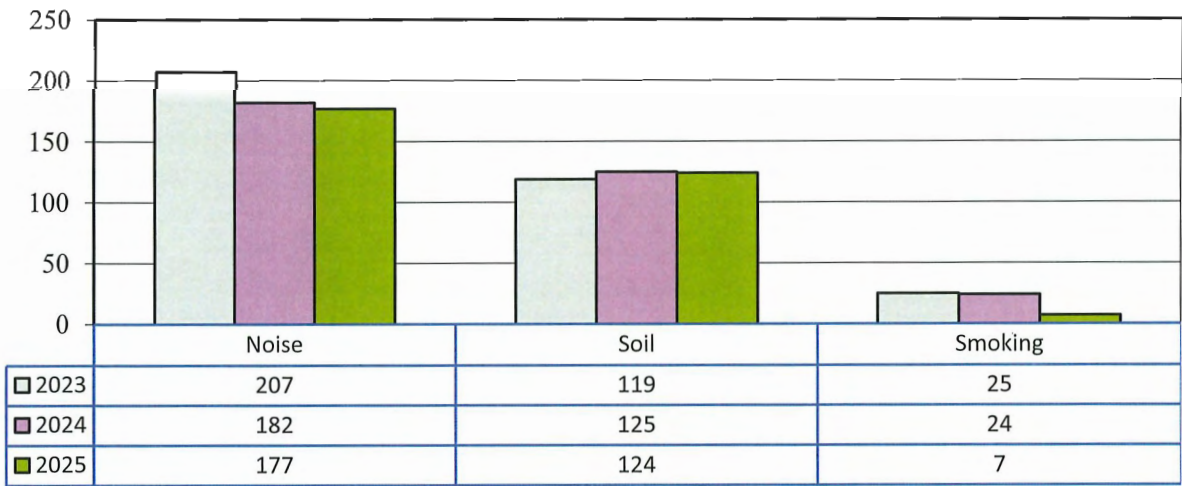


In October, there were 29 service calls on unsightly premises, mainly due to long grass, and 33 service calls for boulevard maintenance issues related to sidewalk obstruction and overgrowth of trees and hedges. Staff work with property owners to establish a timeline and set expectations for cleanup to ensure compliance. In most cases, voluntary compliance is achieved. When this does not occur, bylaw staff coordinate with public works to take remedial action and bill the costs to the property owner.

Other Community Bylaws Calls for Service

Figure 2 shows a three-year breakdown of other calls for service that are closely related to Property Use matters.

Figure 2: Property Use Calls For Service - October Year-To-Date Comparison



Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 115 site inspections in the month of October.

Stop Work and/or Removal Orders issued for the following properties:

- 7311 No. 6 Road
- 10711 River Drive
- 5840 No.6 Road
- 7051 No. 5 Road
- 14260 Westminster Highway
- 13400 Blundell Road
- 9340 No. 6 Road
- 13191 Blundell Road

The following properties are now in compliance:

- 10633 River Drive
- 11120 Granville Avenue
- 6340 No. 5 Road
- 10111 Palmberg Road
- 8471 Beckwith Road
- 10711 River Drive
- 8340 No. 6 Road
- 10531 Granville Avenue

There are approximately 29 soil deposit proposals under various stages of the application process and staff continue to monitor 17 approved sites. Staff are currently addressing approximately 48 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in the month of October.

Parking Enforcement

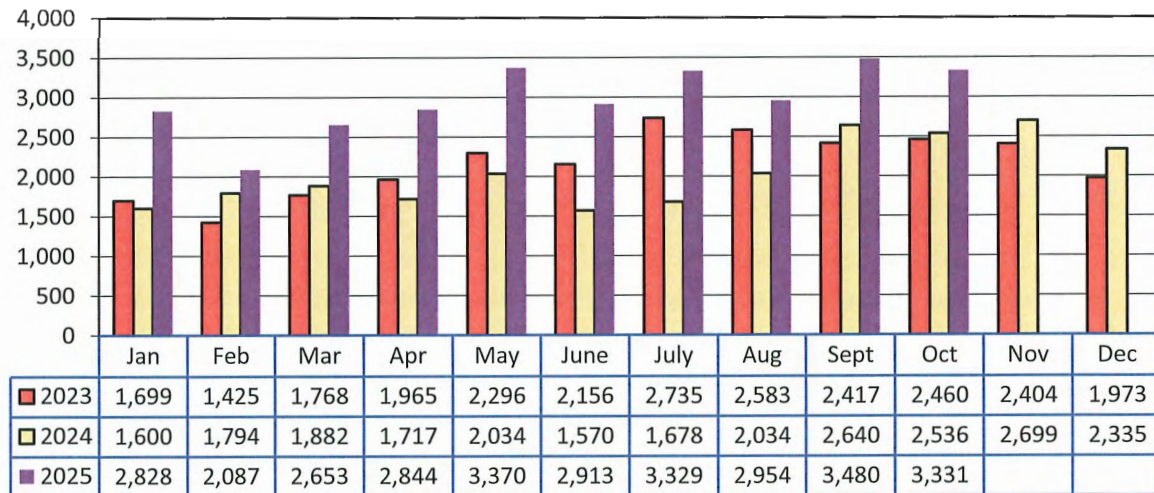
In October, staff responded to 422 calls for service, representing an eight percent decrease from the same period last year (459 calls). Parking enforcement revenue increased by 14.8 percent, while the number of parking violations increased by 31.3 percent.

Officers conducted 41 school patrols in October. Patrols are pre-scheduled a month in advance on a rotational basis, prioritizing locations based on historical activity and service requests by the Richmond School District and the public. Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights the monthly parking violation issuance.

Figure 3: Parking Enforcement Revenue Comparison (000's)



Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of November 1, 2025, approximately 6,605 valid dog licences were issued, representing 88 percent of the 7,500 licences on file the previous year. A total of 52 dog licences were issued this month. BC SPCA Officers responded to 149 calls for service related to animal control and dog licencing violations in October, bringing the year-to-date total to 1,409. Officers conducted 75 park patrols across various parks, dikes, and school grounds. The top patrolled locations in October were South Arm Community Park, King George Park, No. 3 Road Dyke, Garry Point Park and Westwind School Park.

In addition to enforcement actions, these patrols serve an educational purpose by increasing awareness and compliance. In collaboration with the Parks Department, staff are reviewing hotspot parks and school grounds to assess options for improving signage. Staff will continue to monitor patrol activity and adjust deployment to focus on areas with the highest demand.

Staff have begun the campaign and rollout for the 2026 Dog Licensing period. As of December 1, 2025, dog owners may purchase their 2026 licences through the City's online portal, in person, or by mail. Mail-outs of new tags and decals will also begin at that time.

Information pamphlets are included with all new and renewed licences. These materials outline key expectations for responsible dog ownership, highlight the requirements of the City's Dog Licencing and Animal Control Bylaw, and provide reminders regarding leashing, waste disposal, and off-leash area etiquette. Messaging also reinforces the importance of keeping licence and microchip information current to support reunification efforts.

In addition, staff will be promoting the licensing campaign through the City's website, social media, and at select community facilities to help increase awareness and compliance ahead of the new licensing year.

Ticketing

Table 1 reflects non-parking related Bylaw ticket issuance for the month of October.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	October	YTD
Soil Deposit and Removal Offences	18	145
Building Regulation Offences	11	100
Unsanitary Premises Offences	7	102
Noise Offences	7	18
Animal/Dog Licensing Offences	5	125
Zoning Offences	4	90
Watercourse Protection Offences	0	2
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	0	26
Demolition Waste and Recyclable Materials Offences	0	2
Regulation of Material on Highways Offences	0	5
Watering Offences	0	5
Totals	52	620

Bylaw Adjudication

The next adjudication hearing is scheduled for November 19, 2025.

Revenue and Expenses

Revenues across Property Use, Parking Enforcement, and Animal Services continue to reflect seasonal activity patterns and targeted enforcement efforts. In Property Use, soil permit applications and volume fees tend to peak during Q2 and Q3, contributing to higher revenue during the summer construction season. In addition, Parking Enforcement revenue remains driven by the City's pay parking program, supported by steady ticketing activity and monthly permits. Animal Services revenue is supported by the dog licensing program, with increased compliance resulting from prior years' proactive account audits and canvassing initiatives.

On the expense side, costs are primarily related to staffing, enforcement activities, and program administration. Seasonal enforcement demands, public education campaigns, and operational requirements for animal care also contribute to fluctuations in expenses throughout the year. Table 2 outlines the net revenue and expenses for property use, parking enforcement and animal protection services.

Table 2: Property Use, Parking and Animal Protection Services Net Revenue and Expenses

		YTD Budget October 2025	YTD Actual October 2025
Property Use	Revenue ¹	\$431,678	\$412,847
	Expenses	\$1,592,811	\$1,111,002
	Net Revenue (Expense)	(\$1,161,133)	(\$698,155)
Parking	Revenue ²	\$1,876,000	\$2,334,988
	Expenses	\$1,719,666	\$1,759,627
	Net Revenue (Expense)	\$156,334	\$575,361
Animal Protection	Revenue ³	\$275,360	\$283,689
	Expenses	\$1,234,667	\$1,172,997
	Net Revenue (Expense)	(\$959,307)	(\$889,308)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 41 unique bylaws, covering a diverse range of various regulated community activities and service use, notably land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement, unsightly premises and animal protection services. This report provides a summary of departmental activity in October.



Mark Corrado
Director, Community Bylaws and Licencing
(604-204-8673)

¹ Property Use Revenue is primarily generated from soil permit applications and volume fees, property related bylaw tickets and court fines from bylaw prosecutions.

² Parking Enforcement revenue is largely derived from parking meters, monthly parking permits, and ticketing activity.

³ Animal Services revenue comes from the dog licencing fees and animal control-related tickets.



City of Richmond

Report to Committee

To: Community Safety Committee

Date: November 14, 2025

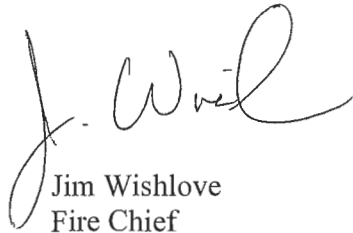
From: Jim Wishlove
Fire Chief

File 09-5140-01/2025-Vol
01

Re: Richmond Fire-Rescue Monthly Activity Report – October 2025

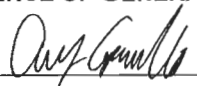
Staff Recommendation

That the report titled “Richmond Fire-Rescue Monthly Activity Report – October 2025”, dated November 14, 2025, from the Fire Chief, be received for information.



Jim Wishlove
Fire Chief
(604-303-2715)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	

Staff Report

Origin

This report highlights activities, information, and statistics related to calls for service and community initiatives by Richmond Fire-Rescue in October 2025.

This monthly report supports Council's Strategic Plan 2022-2026 Focus Area #3, A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Significant Events

Richmond Fire-Rescue (RFR) emergency response crews minimized harm, limited damage and stopped fire spread from the point of origin, and performed life-saving interventions in these notable October 2025 incidents¹:

Structure Fire on Gollner Avenue

On October 15, 2025, RFR emergency crews responded to a structure fire on Gollner Avenue. The fire was located in the mechanical room of a high-rise building. Upon arrival, the first-in crews found a small amount of smoke and flames coming from the east side of the mechanical structure. The fire was extinguished, and the building was inspected by crews for extension of the fire. A representative for the building attended. A Fire Investigator attended to identify cause and origin of the fire.

Structure Fire on Pearson Way

On October 17, 2025, RFR emergency crews responded to a structure fire on Pearson Way. The first-in crews discovered a fire on a third-floor balcony. An attack team was deployed from the interior while an aerial unit was deployed on the exterior. The fire was quickly extinguished with minimal damage to the building. The building was ventilated, and air monitoring was completed before the residents were allowed back inside. A Fire Investigator attended to identify cause and origin of the fire.

Structure Fire on Garden City Road

On October 24, 2025, RFR emergency crews responded to a structure fire on Garden City Road. On arrival, crews quickly attacked and were able to gain control of the fire in a defensive exterior attack. Once evaluated and determined safe, crews carried out an interior search and found the boarded-up property vacant. A Fire Investigator attended to identify cause and origin of the fire.

¹ Unless otherwise noted, no injuries were reported by the public or RFR personnel in the listed incidents.
8217029

Emergency Response

Table 1 provides incident data for October 2024 and October 2025. In October 2025, there were 1,121 reported incidents of all types, representing an overall increase of one per cent compared to the previous year.

Table 1: Total Incidents - October 2025					
	Incident Totals October (2025)	Incident Totals October (2024)	Number Change from October 2024 to 2025	Percentage Change from October 2024 to 2025	5 Year Average for October
Active Alarm	198	203	-5	-2	173
Explosion	0	0	0	0	0
Fire	31	31	0	0	39
Hazardous Materials	15	3	+12	+400	7
Medical	600	568	+32	+6	516
Motor Vehicle Incident	115	103	+12	+12	96
Public Hazard	8	8	0	0	8
Public Service	87	105	-18	-17	91
Response Cancelled/Unfounded	67	92	-25	-27	75
Specialized Transport	0	1	-1	-100	2
Technical Rescue	0	0	0	0	1
Total	1,121	1,114	+7	+1	1,008

The average time on scene in October 2025 for emergency response crews was 27 minutes per event, which is lower than the number recorded in October 2024: 33 minutes. The time spent on the scene can vary due to the nature and severity of each incident.

In October 2025, there were 31 fire incidents reported to the BC Office of the Fire Commissioner, which is the same as the number reported in October 2024. The average number of fires reported each October over the last five years is 39.

Fire damage and property losses during October 2025 are estimated at \$852,000. The total building/asset and content value at risk is estimated to be \$9,189,746, and the total value preserved from damage was \$8,337,746. Due to the complexity of the responses that fell within the Commercial/Industrial category, and the value of the components which were damaged due to fire, these numbers translate to 91 per cent of value protected (Table 2), which is lower than the value observed in 2024: 99 per cent

Table 2: Fire Incidents By Type and Loss Estimates - October 2025						
Incident Type Breakdown	Incident Volume	Estimated Building/Asset Value (\$)	Estimated Building/Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Single Family Residence	1	-	-	-	-	-
Multi-Family Residence	6	675,000	4,500	26,500	4,500	692,500
Commercial/Industrial	3	6,055,246	30,000	2,432,000	812,000	7,645,246
Outdoor	21	-	-	1,000	1,000	-
Vehicle/Vessel	-	-	-	-	-	-
Totals²	31	6,730,246	34,500	2,459,500	817,500	8,337,746

RFR Public Outreach & Education

During October, RFR staff conducted the following public outreach and education activities:

- On October 2, RFR visited Pinegrove Place to provide bi-yearly in-service education related to fire safety for the staff at this long-term care facility.
- On October 3, RFR provided fire and life safety education for a group of young adults with special needs that are living semi-independently at Aspire Richmond.
- October 11, RFR set up the Community Relations Demonstration Apparatus and information booths to provide tours to children at the Home Depot Fire Prevention Week. Over 200 attendees participated in the event.
- October 16 & 29, Fire Hall and vehicle tours were provided for groups of new Canadians (SUCCESS). Over 70 attendees participated in the event.
- October 16, Fire and life safety education specific to the Meadow Walk Strata building was provided to the residents that attended.
- October 18, Fire and life safety education specific to the Westwater View Strata building was provided to the residents that attended.
- October 25, Fire Hall and vehicle tours were provided for a number of groups of Richmond residents, requested and scheduled through the RFR event request forms.
- October 30, RFR visited Thompson Elementary to provide a Personal Protective Equipment (PPE) demonstration to a class that successfully completed the grade 2/3 online education program.

Emergency Programs

Emergency Programs (EP) staff participated in the following engagement activities in October:

² 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). Values under a threshold limit of \$1,000 will not be noted in the table.

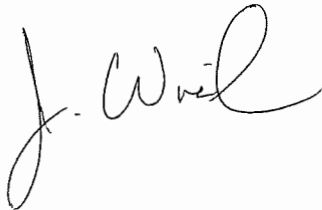
- On October 2, EP participated in the annual Vancouver Airport full-scale multi-agency exercise. Emergency Programs, RFR, RCMP and Corporate Communications staff collaborated with airport staff and partner agencies in a simulated crash exercise validating communication and response protocols between the City and the airport in the event of an emergency.
- On October 15, EP hosted and facilitated the initial Sea Island Community Resilience workshop, in collaboration with the Sea Island Community Association. Starting with individual preparedness initiatives, this is the first in a pilot series of progressive workshops to foster and build community resilience. Once the pilot is fully underway, lessons learned may be replicated to other communities within the City.
- On October 16, EP tested the City Hall intercom system by facilitating a simulated earthquake drill for the Great BC Shakeout. In advance of the Great BC Shakeout, staff coordinated with Corporate Communications to share emergency preparedness information, tips and best practices through the City's social media channels, website and the CORI intranet.

Financial Impact

None.

Conclusion

Richmond Fire-Rescue continues to monitor activities to identify and create public outreach programs to respond to emerging trends and to promote effective prevention behaviours.



Jim Wishlove
Fire Chief
(604-303-2715)

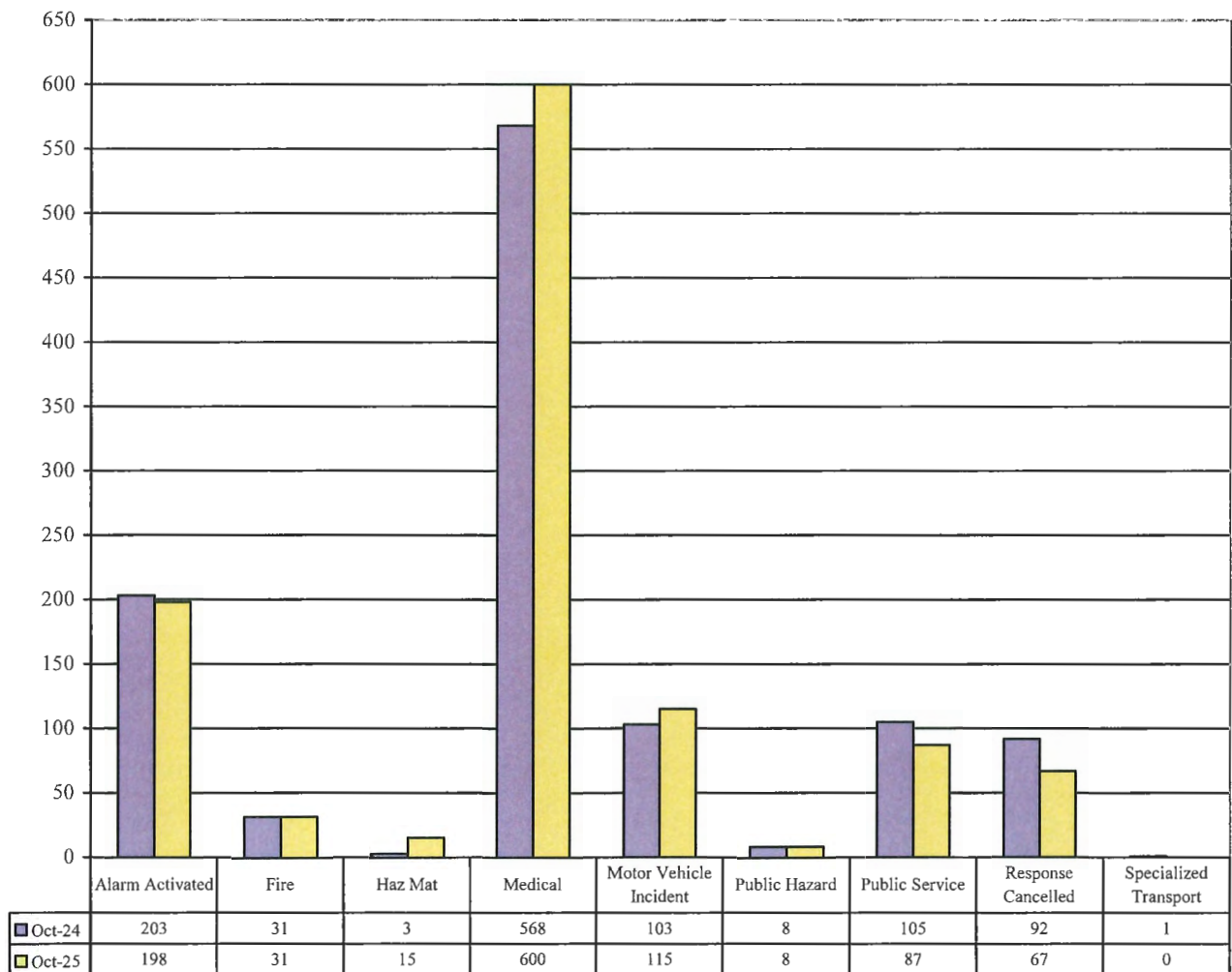
Att. 1: Emergency Response Activity for October 2025.

Emergency Response Activity for October 2025

Incident Volumes

The following chart provides a month-to-month comparison of incidents occurring in October 2024 and 2025. In October 2025, there were 1,121 total incidents, compared to 1,114 in October 2024. This represents an overall increase of 1 per cent between last year and 2025.

Table 3: October 2024 & October 2025 Incident Volumes



Incident Type Legend:

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

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

Public Hazard includes 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 54 per cent of the total emergency responses for RFR during October 2025. A detailed breakdown of the medical incidents for October 2024 and 2025 is set out in the following table by sub-type. There were 600 medical incidents in October 2025 compared to 568 in October 2024, an increase of 6 per cent.

Table 4a: October 2024 & October 2025 Medical Calls by Type

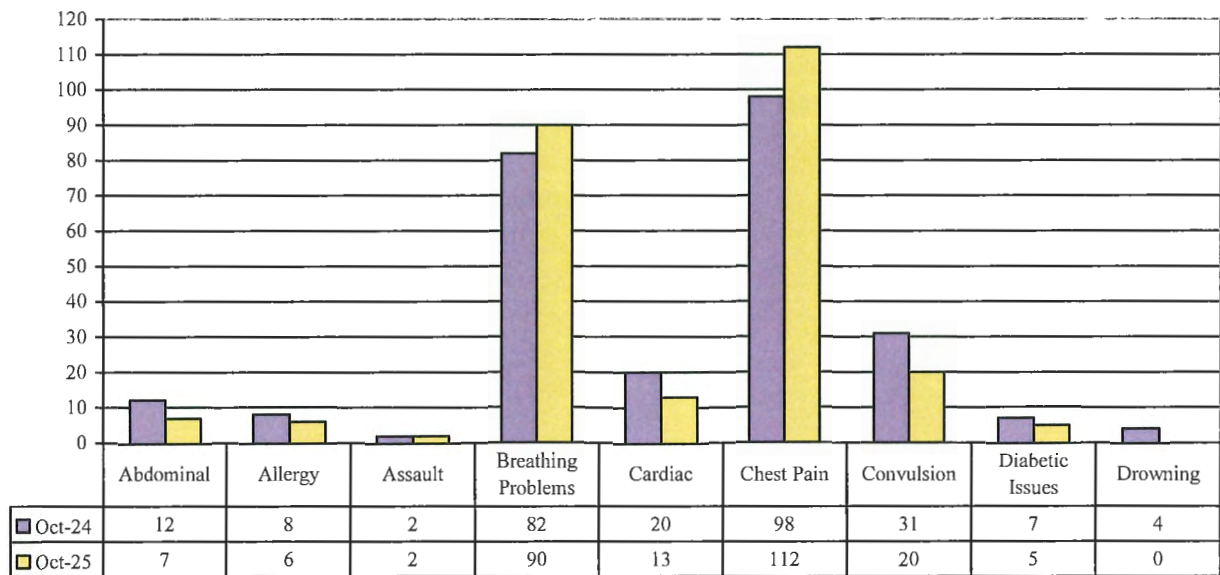
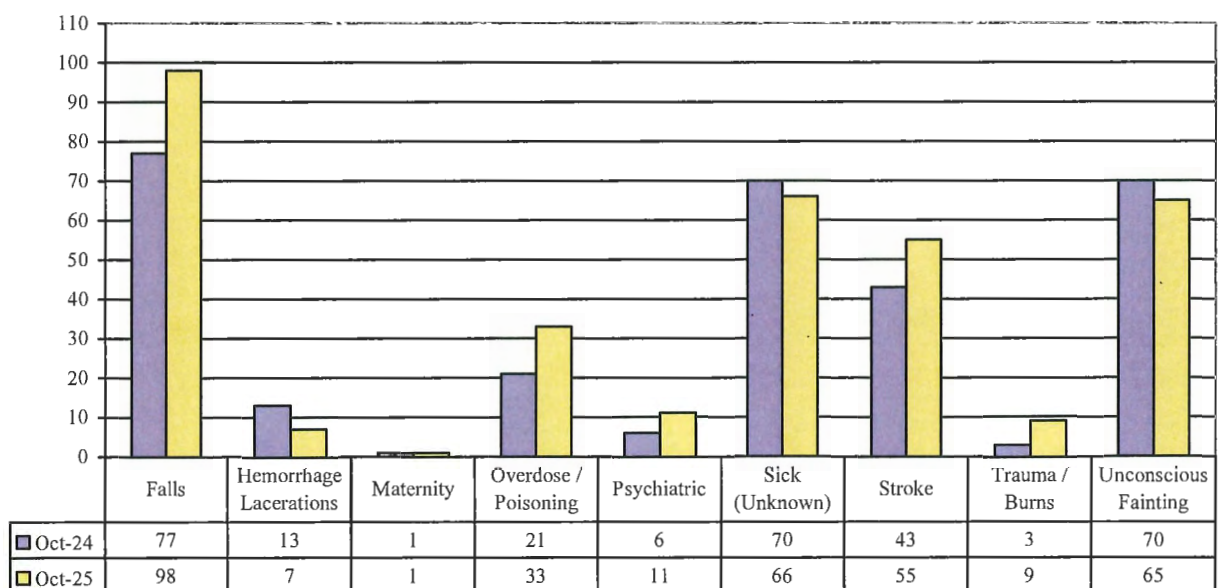


Table 4b: October 2024 & October 2025 Medical Calls by Type



Overdoses

The following chart provides the overdose/poisoning incident volume breakdown for October 2025. During October 2025, RFR staff administered Naloxone on three occasions.

Table 4c: Overdose / Poisoning Incidents by Type – October 2025	
Opioids	7
Alcohol	4
Medications	7
Unknown (no patient contact / refusal of treatment)	12
Other drug types (eg. Marijuana)	3
Totals	33

Fire Investigations

The fire investigation statistics for October 2025 are listed below:

Table 5: Total Fire Investigation Statistics – October 2025			
	Suspicious	Accidental	Undetermined
Residential - Single-family	0	0	1
Residential - Multi-family	0	5	1
Commercial/Industrial	0	2	1
Outdoor	11	7	3
Vehicle	0	0	0
Totals	11	14	6

Richmond Fire-Rescue investigators report all suspicious fires to the RCMP, while working alongside RCMP to address potential risks to the community and coordinate appropriate fire investigations.

Hazardous Materials

Table 6: Hazardous Materials Incidents by Type – October 2025	
	Details
Flammable/Combustible Liquids	2
Gasses (Natural / Propane)	12
Hazardous Materials - Unclassified	1
Totals	15

The following charts provide total incident volumes for fires, medical, motor vehicle, and overdose/poisoning incidents on a year-to-year comparison in October including year averages from 2016 to 2024.

Table 7a: Total Fire Calls for Service in October and year averages from 2016 to 2025

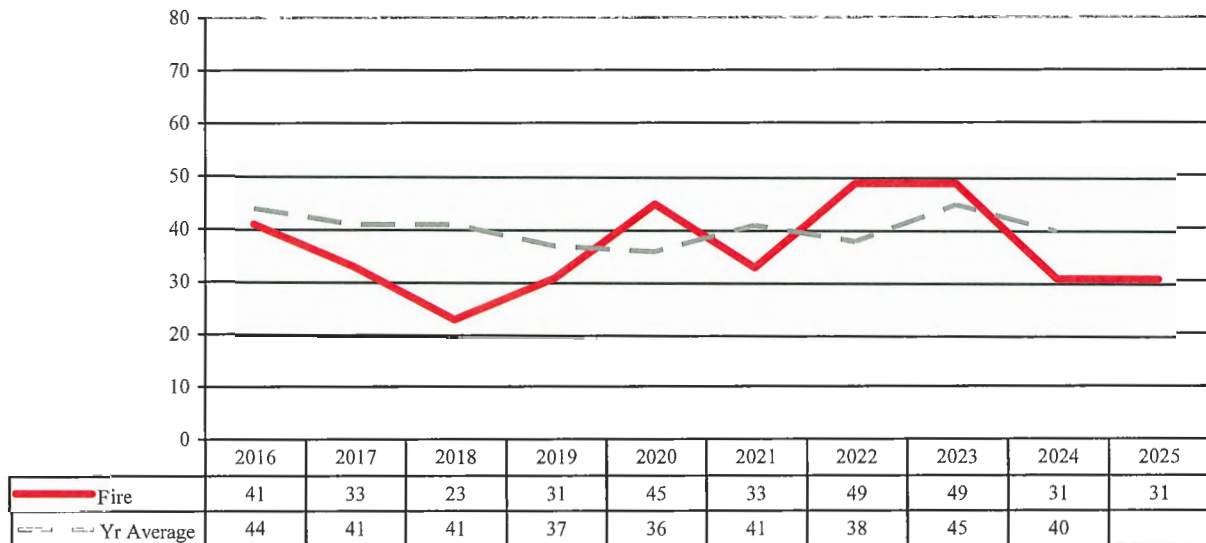
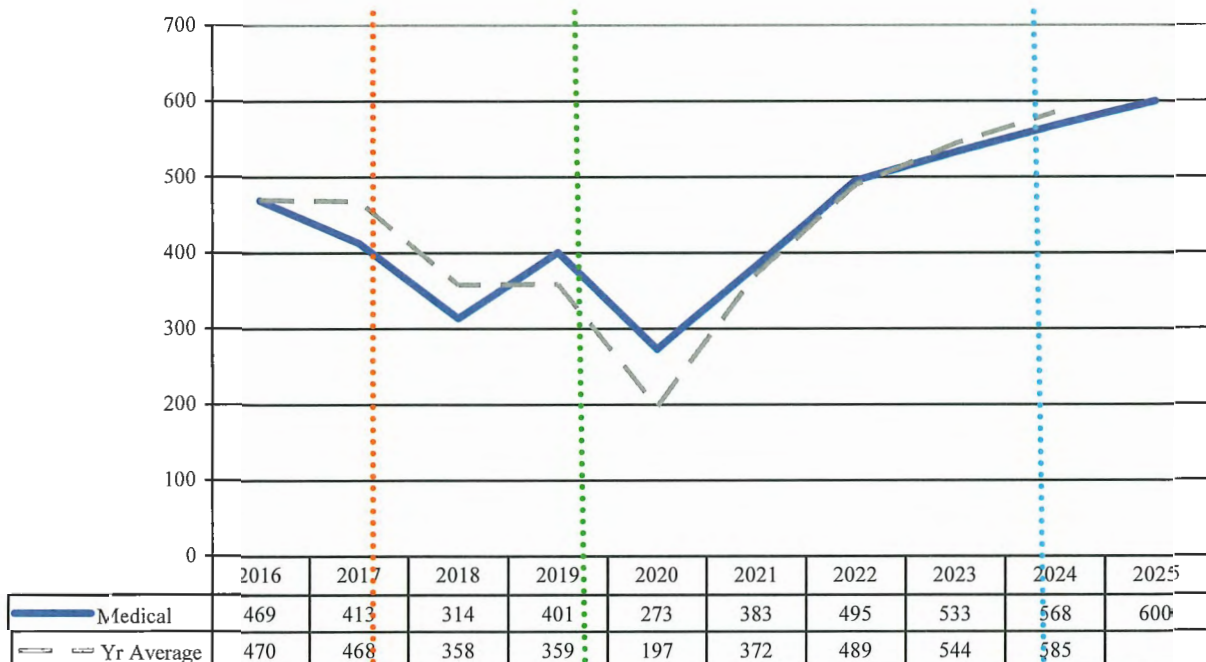


Table 7b: Total Medical Calls for Service in October and year averages from 2016 to 2025

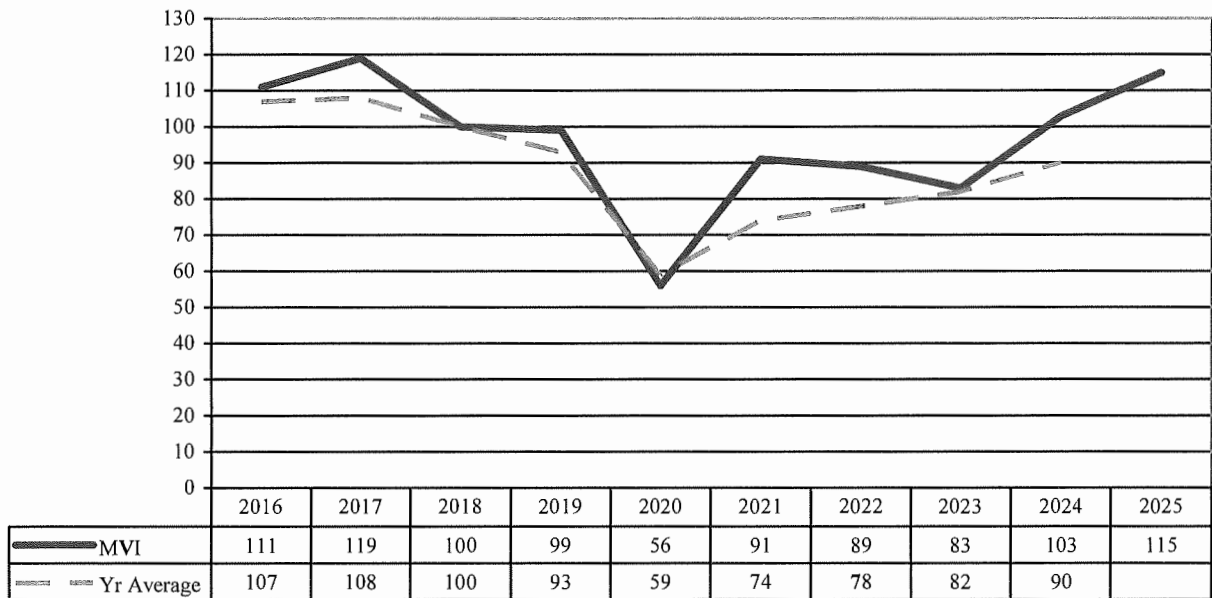


Changes to BC Emergency Health Services Clinical Response Model dispatch system (2017-2018)

Start of COVID-19 Pandemic

July 26, 2024 - Provincial Health Officer ended public health emergency for COVID-19

**Table 7c: Total Motor Vehicle Incident (MVI) Calls for Service in October
and year averages from 2016 to 2025**



**Table 7d: Total Overdose/Poisoning (ODP) Calls for Service in October
and year averages from 2016 to 2025**

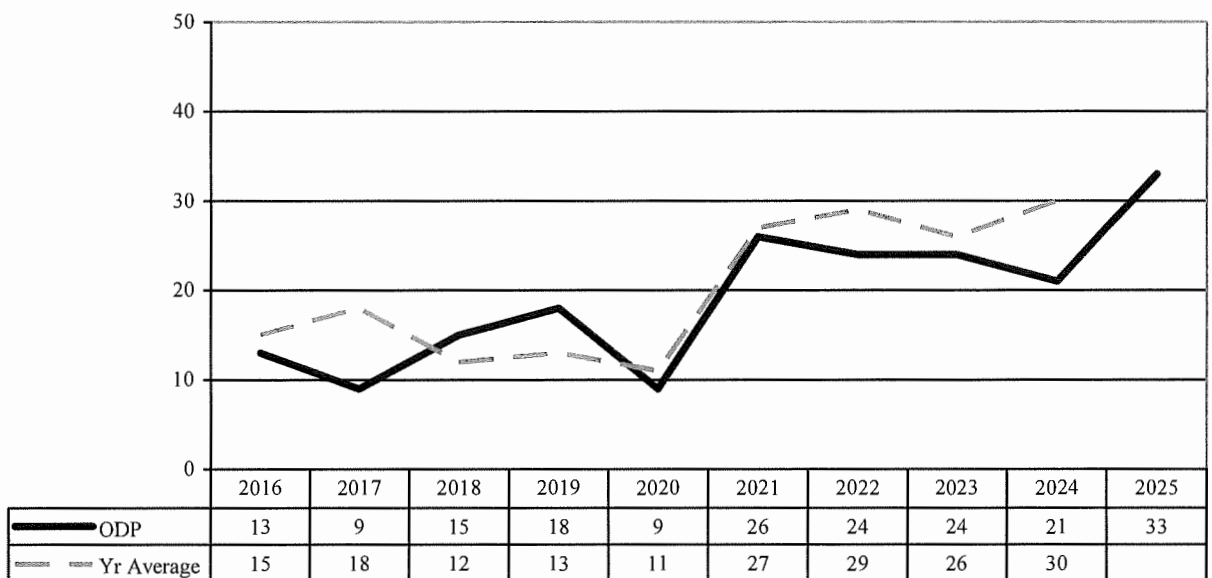


Figure 1a: Location of reportable fire incidents attended in October 2025 (total 31)

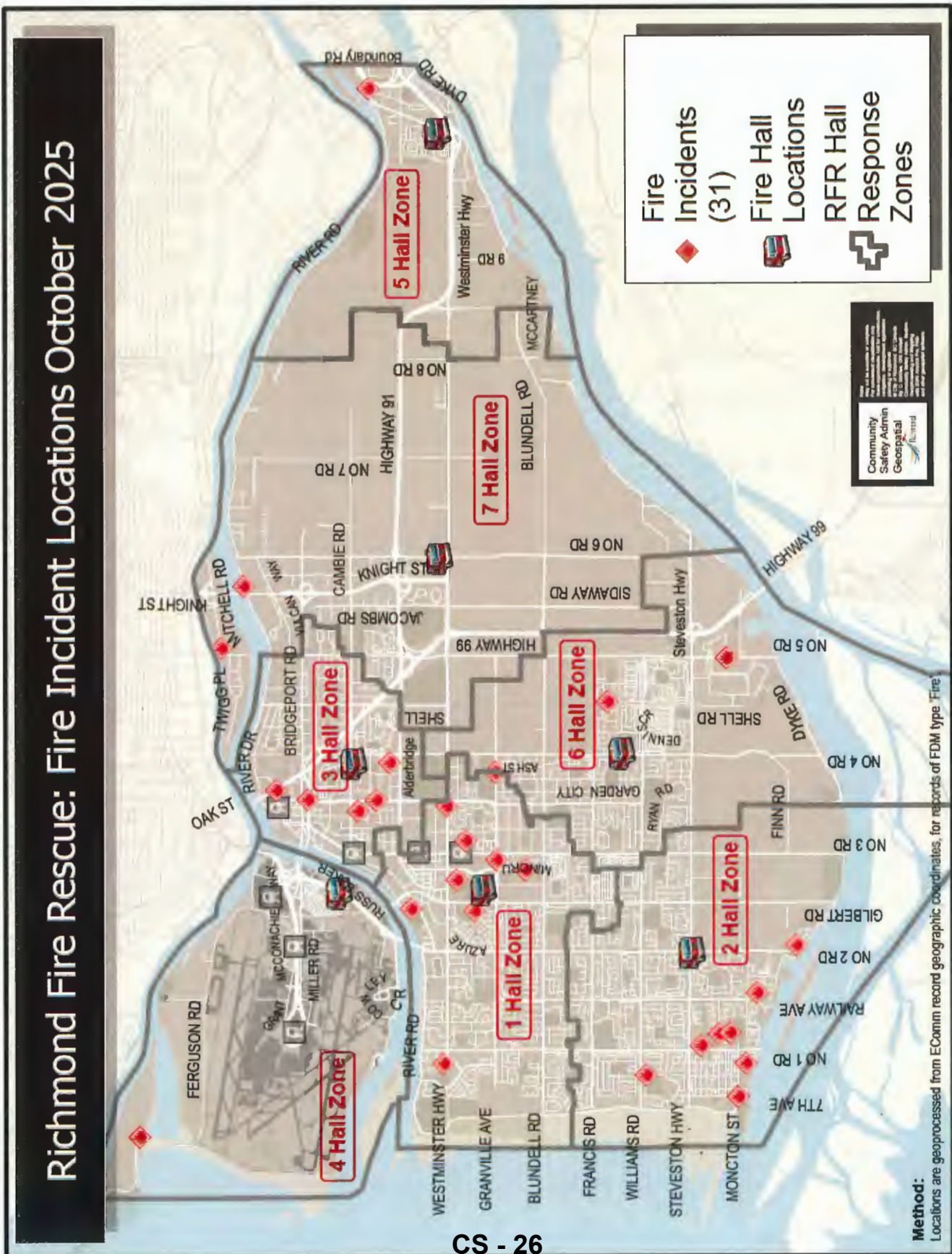


Figure 1b: Density of reportable fire incidents attended in October 2025 (total 31)

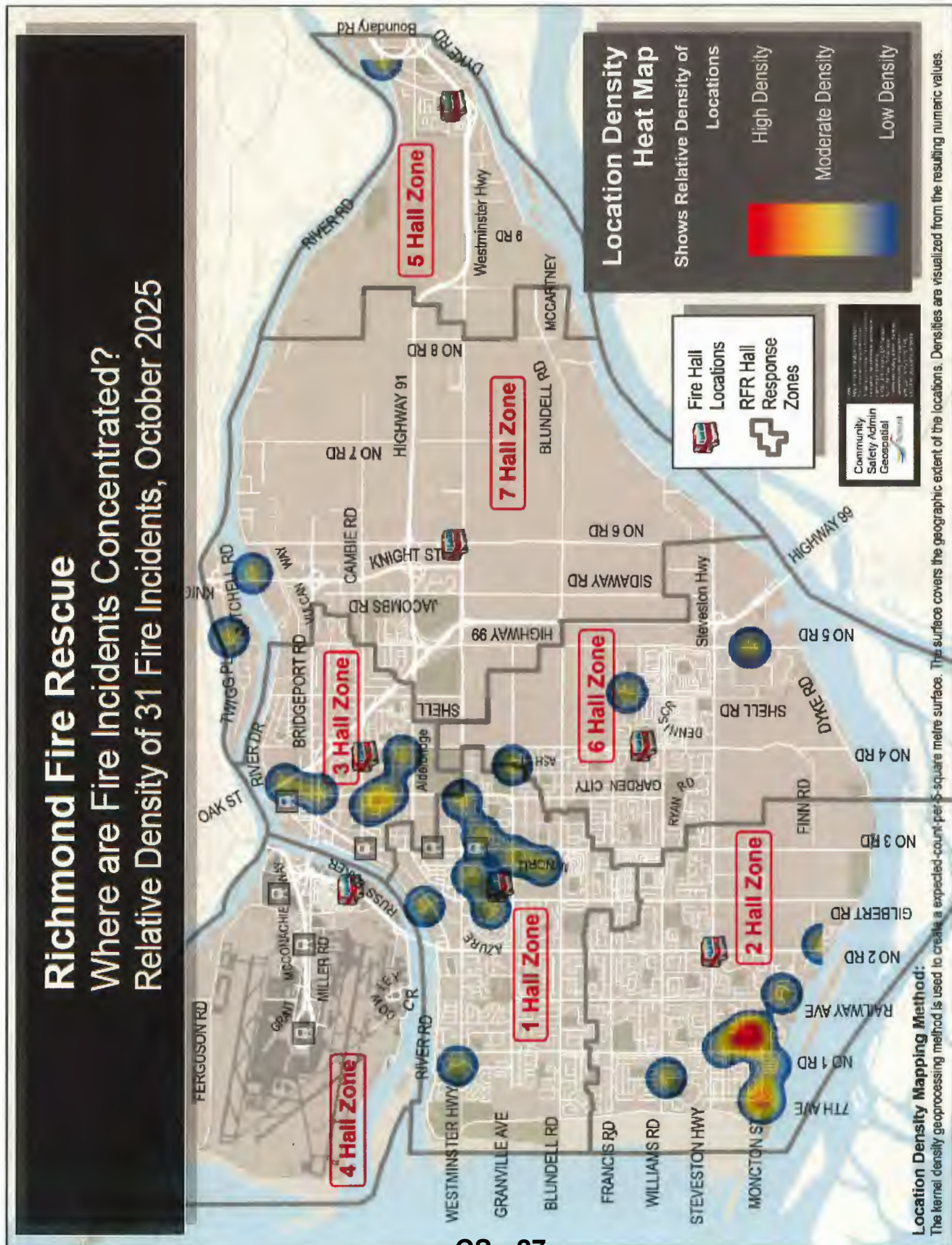


Figure 2a: Location of reportable medical incidents attended in October 2025 (total 600)

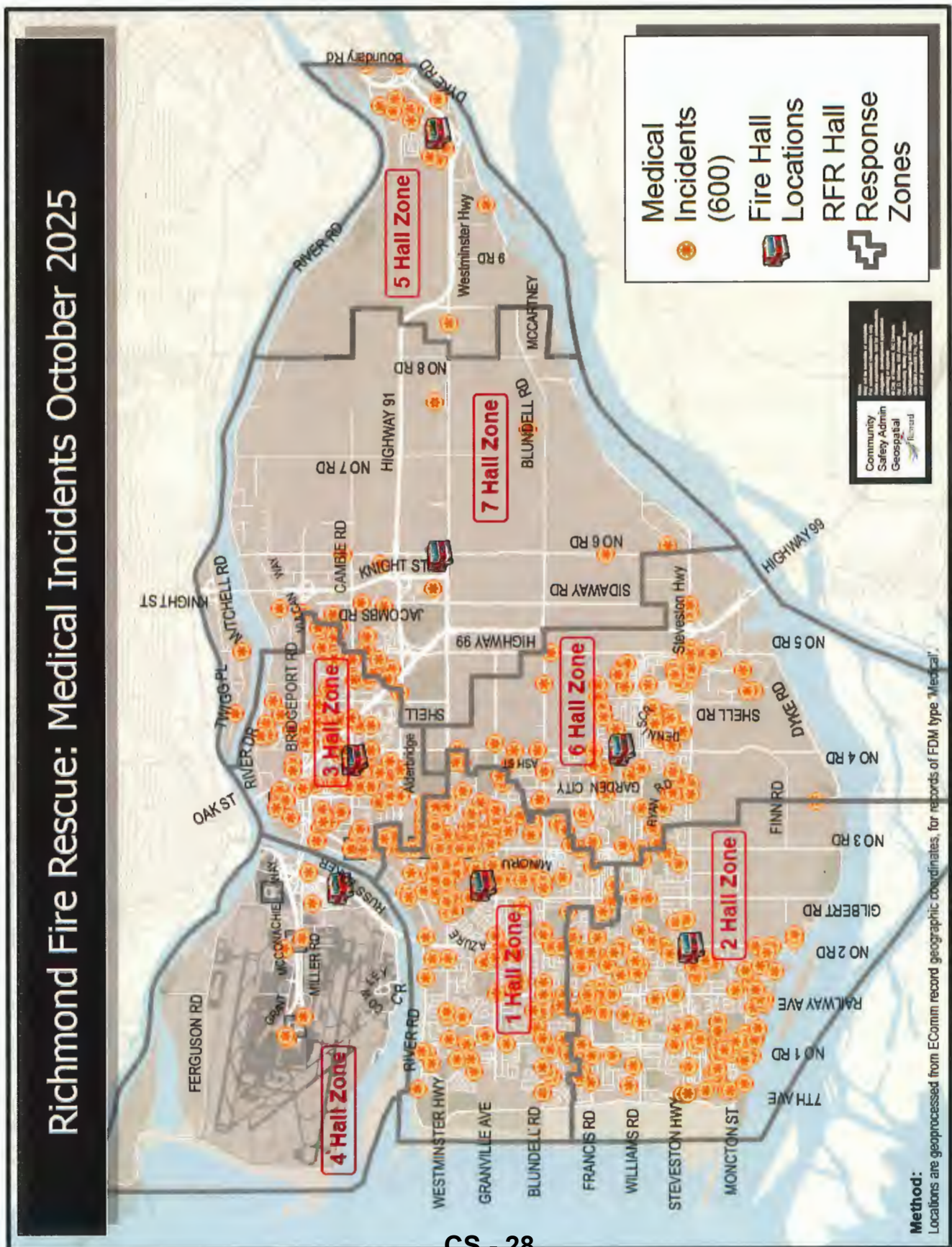


Figure 2b: Density of reportable medical incidents attended in October 2025 (total 600)

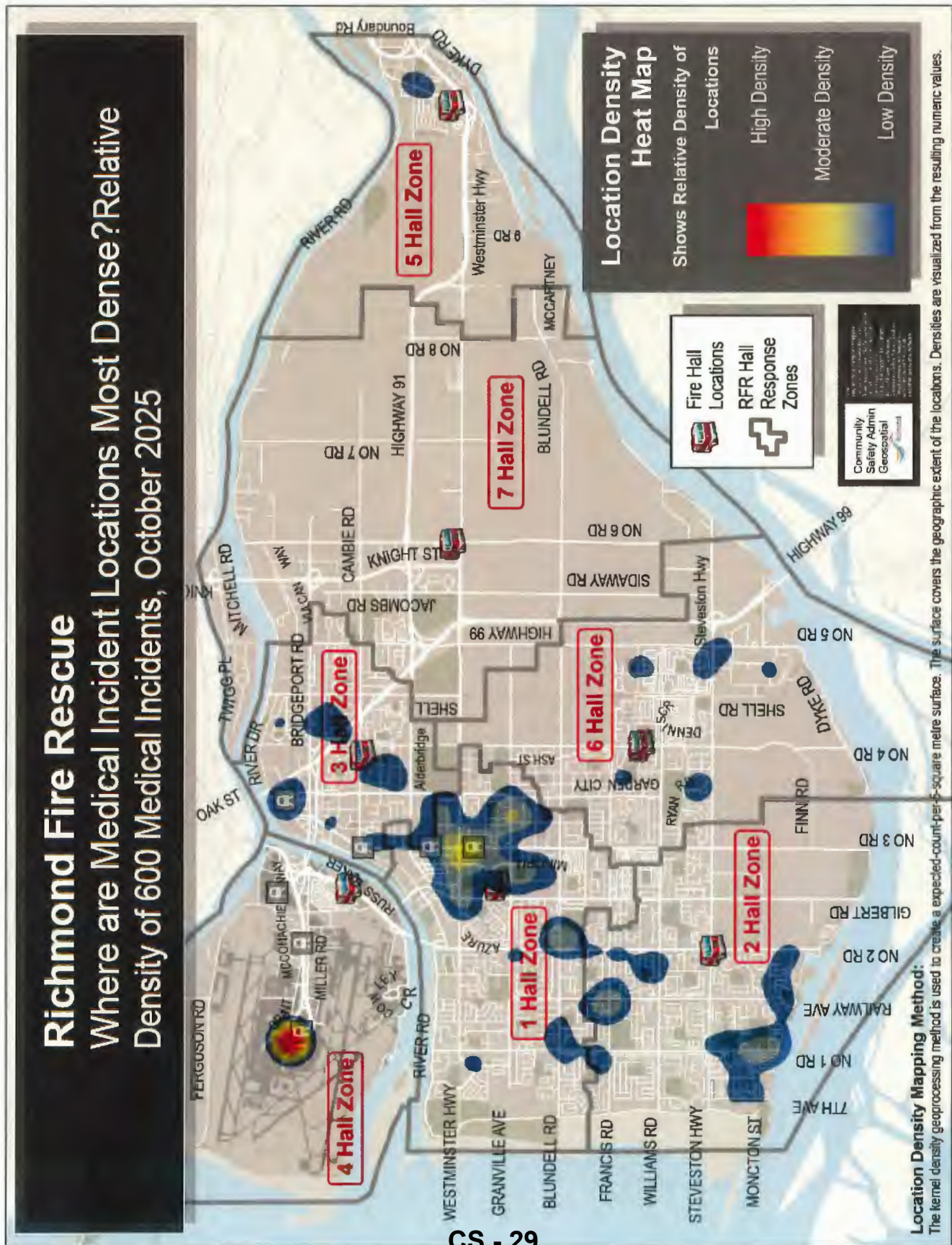


Figure 3a: Location of reportable motor vehicle incidents (MVIs) attended in October 2025 (total 115)

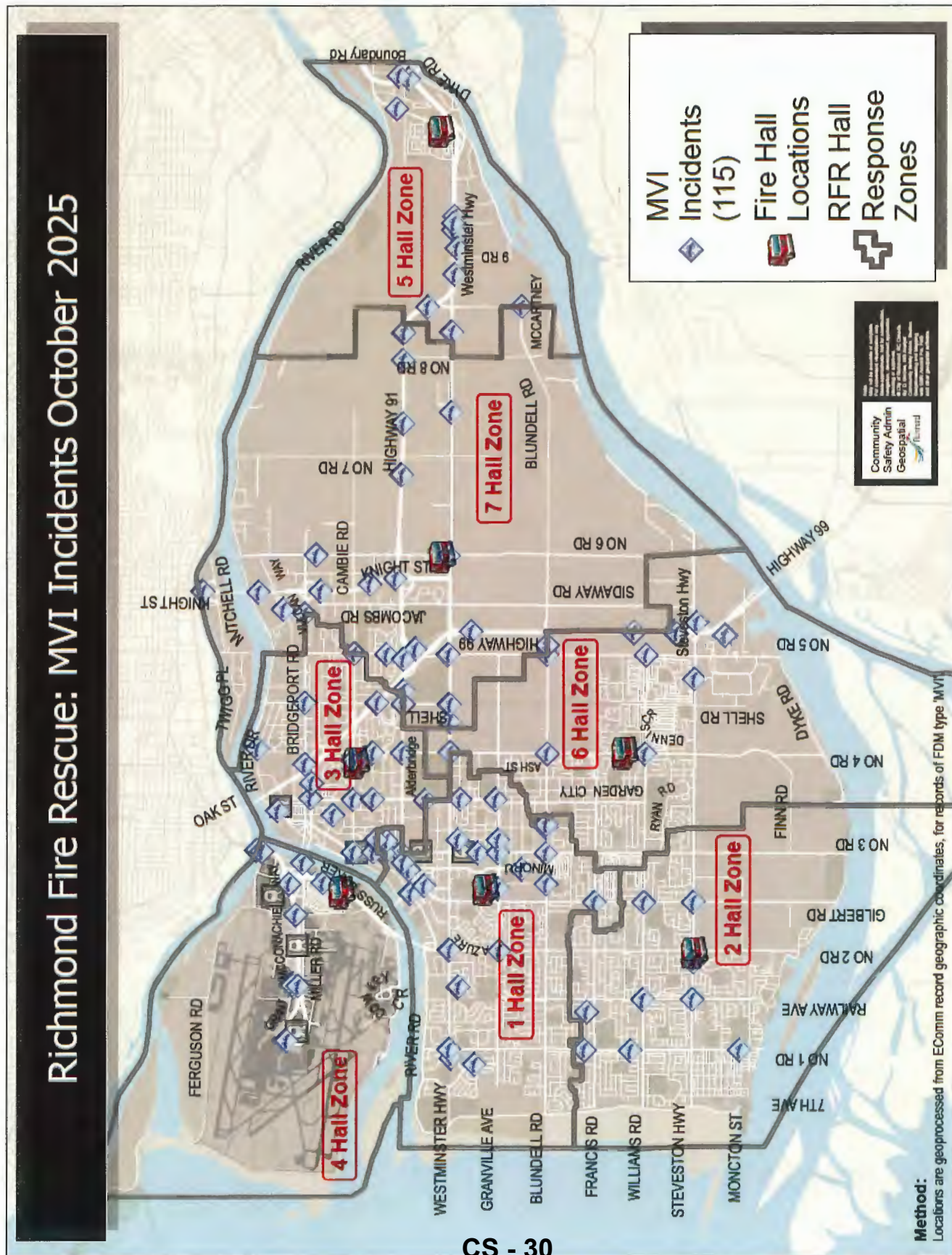


Figure 3b: Density of reportable motor vehicle incidents (MVIs) attended in October 2025 (total 115)

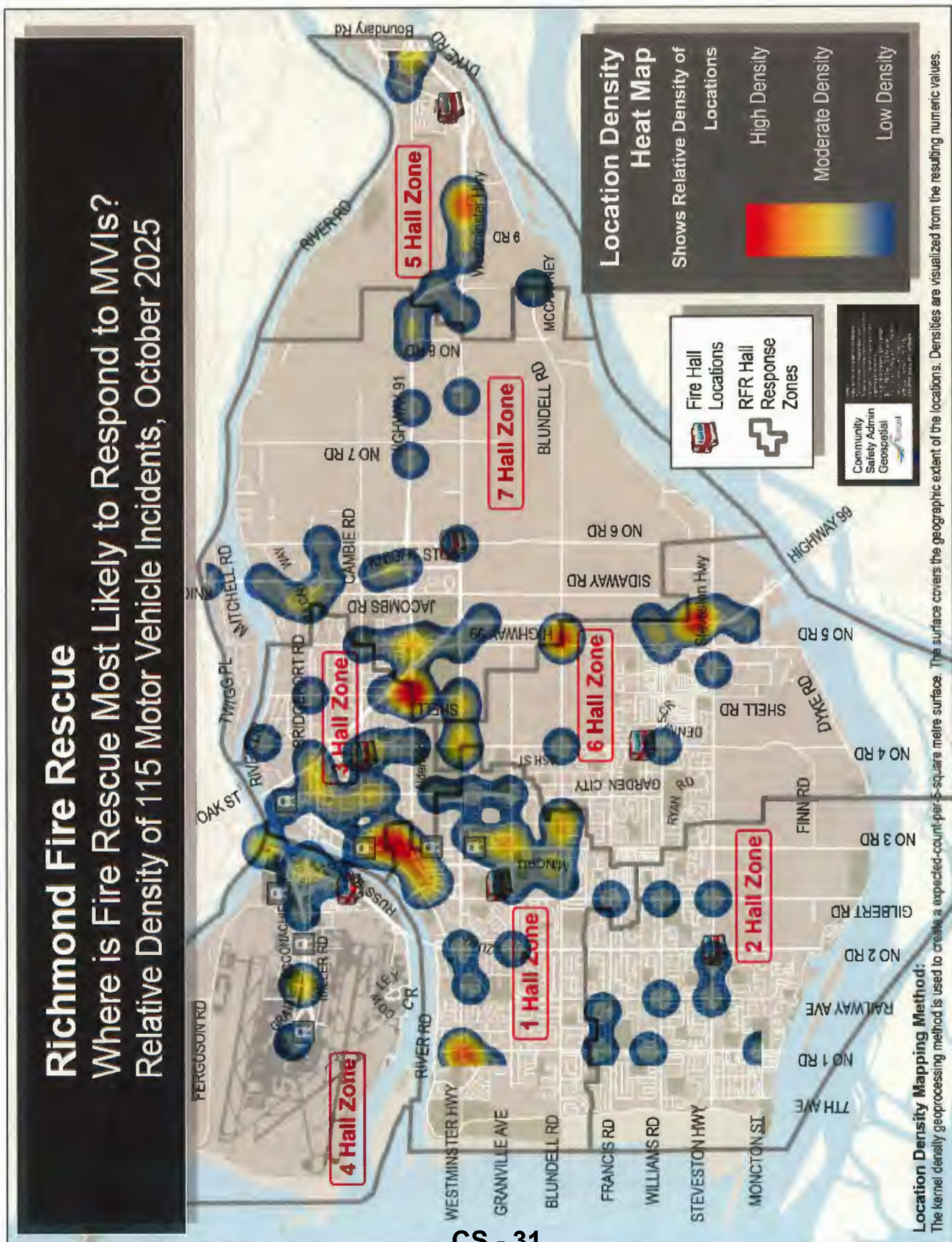


Figure 4a: Location of reportable overdose / poisoning incidents attended in October 2025 (total 33)

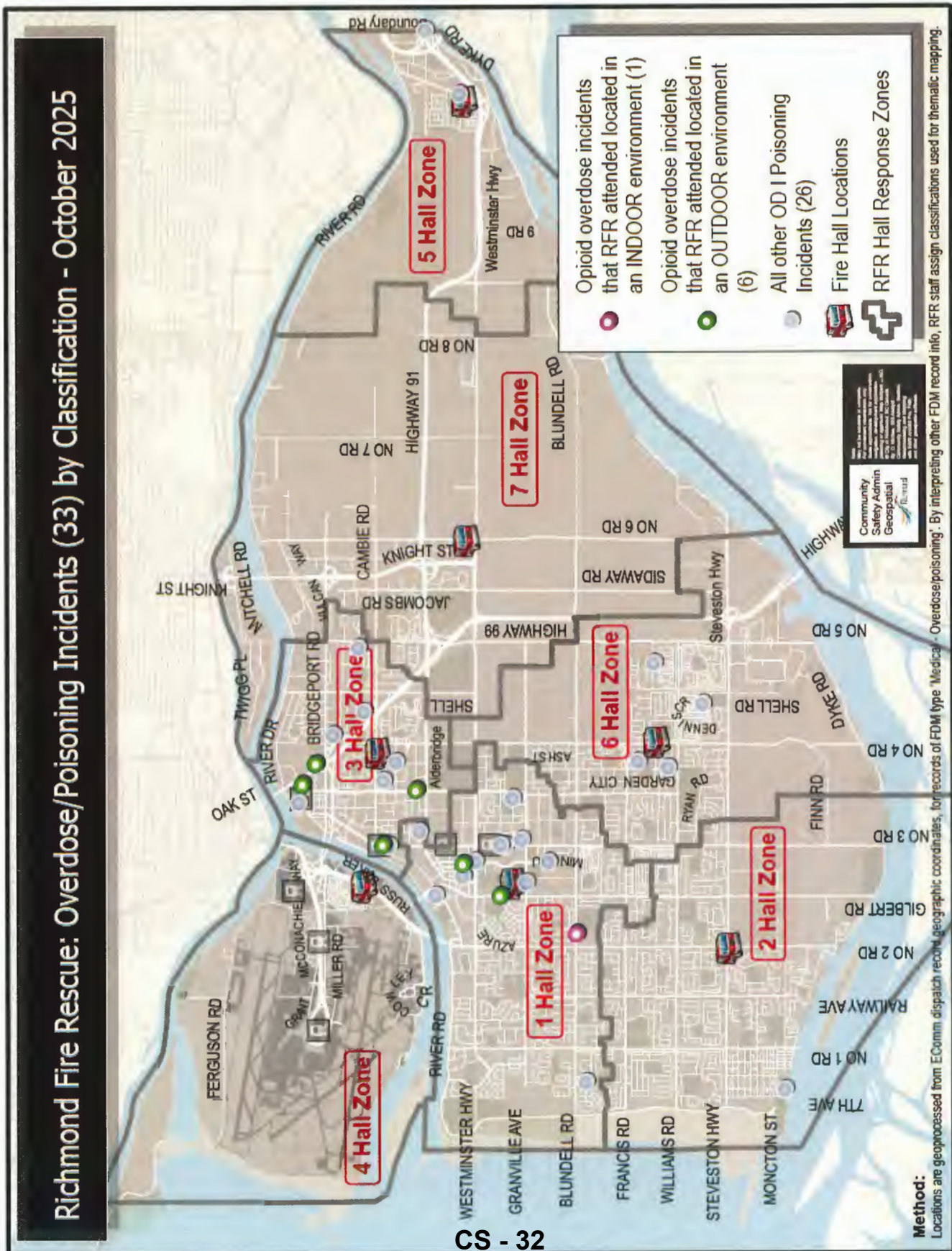
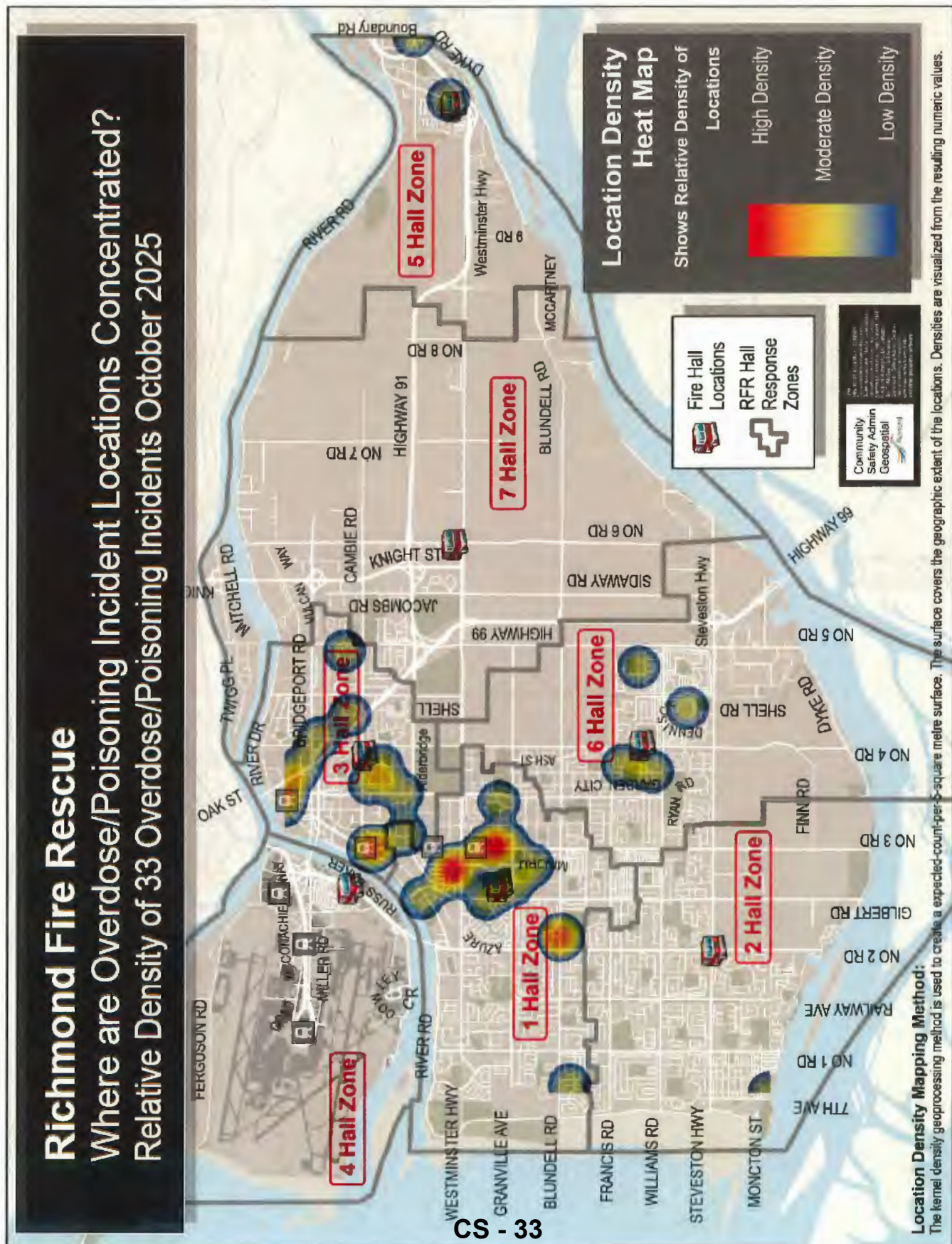


Figure 4b: Density of reportable overdose / poisoning incidents attended in October 2025 (total 33)





City of Richmond

Report to Committee

To: Community Safety Committee

Date: November 10, 2025

From: Jim Wishlove
Fire Chief

File: 09-5140-01/2025-Vol
01

Dave Chauhan
Chief Superintendent, Officer in Charge

Re: Award of Contract 8412P for a Joint Mobile Command Unit

Staff Recommendations

1. That Contract 8412P for a Mobile Command Unit be awarded to Intercontinental Truck Body (B.C.) Inc. for a total cost of \$1,347,325 excluding taxes as described in the report titled "Award of Contract 8412P for a Joint Mobile Command Unit" dated November 10, 2025, from the Fire Chief of Richmond Fire-Rescue and the Officer in Charge of the Richmond RCMP; and
2. That the Chief Administrative Officer and General Manager of Law and Community Safety be authorized to execute the contract and all related documentation with Intercontinental Truck Body (B.C.) Inc.

Jim Wishlove
Fire Chief
(604-303-2715)

Dave Chauhan
Chief Superintendent, Officer in Charge
(604-204-4033)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	☒	
Fleet	☒	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

A mobile command unit (MCU) is an emergency response vehicle equipped with advanced technology and communication systems that serve as a mobile hub for managing emergencies and large-scale events. It acts as a command and control center in the field, providing a workspace for personnel to coordinate responses, communicate with other units, and access critical data and systems from a single, mobile location. MCUs are used by law enforcement, fire departments, and other emergency services for a wide range of situations, including natural disasters, accidents, and planned public events.

Richmond has deployed one MCU in its emergency response and management history. That unit was a multi-purpose mobile command unit managed by the Richmond RCMP. Historic examples of larger events in the City show the need for combined command and control teams to manage larger issues including; localized flood events, large area impacts, multi-victim emergencies and fires and emergencies with the potential for large-scale impact and the movement of evacuees.

Recognizing this need and the excellent collaboration between the Richmond RCMP and RFR, Council provided direction to staff to undertake a procurement process for the purchase of a MCU to support and co-manage large emergency events and to provide support at planned public events such as the Steveston Canada Day Festival and Maritime Festival.

This report provides a summary of the procurement process undertaken by staff and seeks approval to award Contract 8412P for one Mobile Command Unit to service the City to be operated jointly by the Richmond Detachment RCMP and Richmond Fire-Rescue (RFR).

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

3.3 Ensure the community is collectively prepared for emergencies and potential disasters.

2.1 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Key objectives of the procurement process were to confirm the following:

- Environment Capability - Ensure capacity to operate reliably across varied terrains and climates, including dense urban cores, rural zones, and during extreme weather events;
- Personnel Safety - Enhance safety considerations of personnel during field operations;

- Workflow Efficiency - Provide an optimal workflow for incident command personnel and Emergency Vehicle Technicians maintenance staff;
- Ergonomics and Injury Mitigation - Modernize ergonomics and considerations with the intent to improve functionality while mitigating injury; and
- Engine and Power Supply - Identify the best engine, operating propulsion systems suitable for austere deployment and ongoing medium and long-term utilisation.
- Establish redundancy of off-grid communication systems to guarantee operational continuity and effective coordination during natural disasters, other significant emergency events and public communication network failures.

Analysis

Procurement Process

To achieve best value for the City, a procurement process was undertaken to solicit proposals from established and capable suppliers.

The City posted a RFP for the to BC Bid on the 12th of May 2025. The RFP outlined the City's requirements for the supply of a MCU, detailing technical specifications and service level expectations. The project scope also includes the provision of training, support, warranties and spare parts over a multi-year timescale.

Proponents were required to submit financial and operational proposals based on product requirements and to demonstrate how they would incorporate circular procurement and sustainability in the design of the unit and the process.

The RFP advised proponents that the procurement process would be based on a two-phase evaluation process where the first phase consisted of scored evaluation of the proposals received and phase two would take the form of an interview, a product demonstration and customer references.

Two submissions were received by the stated closing date of 27th June 2025 from the following proponents:

- Commercial Emergency Equipment Co.
- Intercontinental Truck Body (B.C.) Inc.

Review and Evaluation

The submitted proposals were evaluated by the City, including RFR, Public Works Operations and RCMP staff.

Phase 1 Evaluation

The first evaluation phase involved independent analysis of each proposal and a scored review against the following pre-determined criteria:

- Schedule of Prices to include Total Cost of Ownership Analysis,

- Ability to meet Detailed Specifications,
- Innovation and Suggestion for Current and Future Technology Capabilities
- Cost-savings Options,
- Financial Stability of the Company,
- Demonstration of Understanding of Richmond's Needs and Expectations, and
- Circular Economy, Sustainability and Environmental Considerations

Table 1 – Evaluation Summary of Bid Submissions – Phase 1

Proponent	Price	Evaluation Score after Phase 1
Commercial Emergency Equipment Co.	\$1,806,350	55.68
Intercontinental Truck Body (B.C.) Inc.	\$1,347,325	82.62

Phase 2 Evaluation

Upon concluding Phase 1, both Commercial Emergency Equipment Co and Intercontinental Truck Body (B.C.) Inc. were shortlisted to participate in Phase 2 of the evaluation process, which involved a vendor interview, demonstration and responses to direct questions posed in the RFP.

Table 2 – Evaluation Summary of Bid Submissions – Phase 2

Proponent	Evaluation Score	Total Phase 1 + Phase 2 Evaluation Score (out of 200)	Status
Commercial Emergency Equipment Co.	66.80	122.48	Not Recommended
Intercontinental Truck Body (B.C.) Inc.	76.24	158.86	Recommended

Staff also assessed the experience of both companies, capacity, mark-up on parts, customer references, sustainability and how the proposed models would align with operational needs.

The proposal submitted by Intercontinental Truck Body (B.C.) Inc. (ITB BC) was the lowest price submission that met all operational specifications for the unit and received the highest overall evaluation score.

ITB B.C. is a locally owned and managed company based in Surrey, B.C., using Canadian labour and technical expertise. They provided a well-supported rationale for selecting a diesel-powered configuration as the most operationally reliable and cost-effective propulsion system for extended emergency operations, infrastructure compatibility, and long-term serviceability. Staff actively explored the possibility of integrating a Battery Electric Vehicle (BEV) unit. However, due to financial and operational constraints, it was determined that this option would not adequately meet the needs of the user group. Staff remain committed to identifying and

incorporating environmentally responsible features during the buildout phase to align with City policies and sustainability goals.

ITB B.C.'s submission provided for enhanced movement and operations in an urban setting such as; providing more options for Richmond-specific configuration and a high quality provision of ongoing training and support service levels. These outcomes will benefit staff utilisation as well as vehicle movement in densely developed areas of Richmond.

ITB BC's design of the apparatus is oriented with personnel ergonomics and safety factors in the forefront, which facilitates safe access and egress and will potentially reduce injury of personnel. In addition, they have committed to deliver the unit to the City within one year of a negotiated contract in-place.

Other Considerations

Recent trends in the usage and deployment of (MCUs) include integrating artificial intelligence (AI) and automation integration, the use of drones for aerial command and surveillance, and the development of modular, scalable designs. There has also been a recent shift toward 5G and satellite connectivity for faster, more reliable data transmission during emergency responses, and the emergence of hybrid virtual and physical command centers.

By following regular, recommended maintenance and appropriate deployment the average lifespan of a MCU may exceed 15 years. The technology and communications systems and equipment will typically require upgrading within a 7 to 10 year time span as trends show a need for updates and adaptation to the emergency and command environments during the lifecycle of the asset.

The submitted design specifications from ITB (B.C.) Inc. have incorporated open platforms which will allow for upgrades, growth and the incorporation of evolved technology over the lifespan of the unit. In particular, the City was intentional on incorporating the potential use of drone technology and cameras into the data and communications platforms that the vehicle will support.

Award Recommendation

As a result of the RFP process, staff concluded that the submission by ITB BC met the City's stated specifications in the RFP and represented overall best value. The submission received reflected the lowest price quotation and offers the highest overall value by meeting the City's technical and operational requirements, offering a shorter delivery timeline, and demonstrating clear contractual alignment and is therefore recommended.

The submission from ITB BC provided a fixed labour cost for the project based on the timeline outlined in the City's specification, and the adherence to the labour costs will be supported in the contract.

Due to the unique design and deployment of this type of vehicle within the emergency response and management environment, additional outfitting may be required during the construction

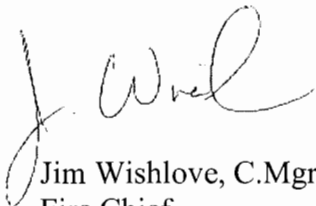
process to meet identified operational needs. These requirements may include outfitting modifications, supplies, and spare parts deemed necessary.

Financial Impact

The total cost to award Contract 8412P to Intercontinental Truck Body (B.C.) Inc. is estimated at \$1,347,325 excluding taxes. Funding for this unit is available within the Council approved 2024 Public Safety Mobile Command and Communication Centre Capital Budget of \$1,815,000. Any unused funding from the Council approved budget would be returned to the original funding source.

Conclusion

Staff recommend that Contract 8412P –Mobile Command Unit be awarded to Intercontinental Truck Body (B.C.) Inc. for a total value of \$1,347,325 excluding taxes.

A handwritten signature in black ink, appearing to read "J. Wishlove".

Jim Wishlove, C.Mgr.
Fire Chief
(604-303-2715)

JW:jw



City of Richmond

Report to Committee

To:	Community Safety Committee	Date:	November 9, 2025
From:	Dave Chauhan Chief Superintendent, Officer in Charge	File:	09-5030-01/2025-Vol 01
Re:	RCMP Monthly Activity Report – October 2025		

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – October 2025”, dated November 9, 2025, from the Officer in Charge, be received for information.

Dave Chauhan
Chief Superintendent, Officer in Charge
(604-278-1212)

Att. 4

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

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

1. Activities and Noteworthy Files
2. Analysis of Police Statistics
3. Crime Trends Across Jurisdictions
4. Block Watch
5. Communications Unit
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 2022-2026 Focus Area #3: A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Activities and Noteworthy Files

High-risk Arrest

On October 8, 2025, the Richmond RCMP issued a media release reminding the public of the importance of following police direction. On October 2, 2025, police officers had blocked a roadway. Officers were in the process of conducting a high-risk arrest when several individuals drove into oncoming traffic to get around the police vehicles. This activity placed both the public and the police at risk.

Phone Scam

On October 14, 2025, Richmond RCMP received two reports regarding a potential identity theft scam. In both cases, the victims spoke to an individual purporting to be with a foreign police agency. The victims were informed that their accounts had been compromised and linked to a criminal investigation. On October 17, 2025, a public warning was issued to the community concerning this type of fraud.

Pedestrian Safety Campaign

On October 15, 2025, the Richmond RCMP, in partnership with the City and ICBC, launched the “It Can Happen Just Like That” fall pedestrian safety campaign. The initiative includes a new animated public safety video and a matching poster. The video was posted on social media, “X” and “YouTube”, as well as CCTV located at City facilities and community centres. The campaign runs throughout October and November, aligning with province-wide pedestrian safety and enforcement efforts.

Boost and Bust Results

On October 18, 2025, Richmond RCMP officers conducted a full-day Boost and Bust operation targeting retail theft at local businesses.¹ A total of 15 suspects were arrested, most of whom reside in other jurisdictions, and over \$5,000 in merchandise was recovered.

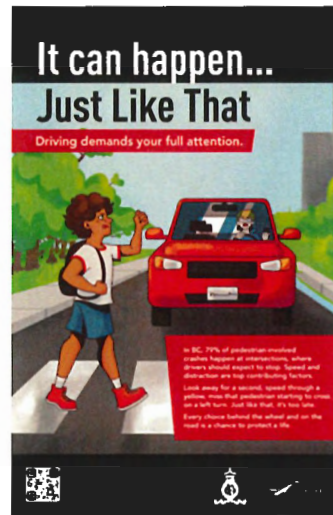


Figure 1: Pedestrian Safety

Halloween

On October 27, 2025, the Richmond RCMP issued a media release providing residents with safety tips for enjoying Halloween festivities. The release also explained the offences and fines pertaining to fireworks and advised the public that Richmond RCMP officers would be conducting high-visibility patrols throughout the city to ensure a safe and enjoyable evening.

Analysis of Police Statistics²

Arson

There were four reported arsons in October 2025, representing a three-incident increase from the previous month. Year to date, arsons are down 32 per cent compared to the same period in 2024.³

Assault Serious (Assault with a Weapon)

There were 14 serious assaults in October 2025, representing a 53 per cent decrease from the previous month. Year to date, the number of serious assaults is up three per cent compared to the same period in 2024. The number of serious assaults this month is below the average range.

Twenty-one per cent of serious assaults reported in October 2025 involved family members. There were two unprovoked incidents involving strangers; neither resulted in injuries. One

¹ Boost and Bust projects involve police partnering with local businesses and loss prevention officers to target retail theft.

² Unless otherwise noted, no patterns or trends have been identified in this month's statistics.

³ In January 2024, a new Uniform Crime Reporting Survey (UCR) code was introduced for intentionally set fires that do not meet the *Criminal Code* definition of Arson. This new UCR code prevents comparison to multi-year arson counts and averages.

incident involved a man displaying a weapon at a bus stop, and another involved a suspect who threw a rock at the complainant.

Auto Theft

There were 13 auto thefts in October 2025, representing a 54 per cent decrease from the previous month. Year to date, auto thefts are down 19 per cent compared to the same period in 2024. The number of auto thefts this month is below the average range.

Mental Health

There were 267 mental health-related incidents in October 2025, representing a 10 per cent decrease from the previous month. Year to date, mental health-related incidents are up eight per cent compared to the same period in 2024. The number of mental health-related incidents this month is above the average range.

There were 57 police apprehensions, and the average hospital wait time was 128 minutes; both statistics are within the average ranges. Thirty-one individuals were responsible for two or more calls in October, with one caller generating seven incidents.

Residential Break and Enter

There were 21 break and enters to residences in October 2025, which is a 17 per cent increase from the previous month. Year to date, residential break and enters are down 10 per cent compared to the same period in 2024. The number of residential break and enters this month is below the average range.

Commercial Break and Enter

In October 2025, there were 18 break and enters to businesses, which is a 40 per cent decrease from the previous month. Year to date, commercial break and enters are up 19 per cent compared to the same period in 2024. The number of commercial break and enters this month is below the average range.

Robbery

There were four robberies reported in October 2025, representing a 33 per cent decrease from the previous month. Year to date, robberies are down four per cent compared to the same period in 2024. The number of robberies this month is within the average range.

Suspects have been identified in three of the incidents reported in October 2025.

Sexual Offences

There were 44 sexual offence files in October 2025, representing a 68 per cent increase from the previous month. Year to date, sexual offences are up eight per cent compared to the same period in 2024. The number of sexual offences this month is above the average range.

Fifty-five per cent of the offences reported in October 2025 were due to the creation of multiple BC Integrated Child Exploitation Unit reports relating to the making and distribution of child pornography. Of the remaining offences, eighteen per cent were sexual assaults and 14 per cent were child luring.

Shoplifting

There were 145 reported shoplifting thefts in October 2025, representing an 18 per cent increase from the previous month. Year to date, shoplifting thefts are down 11 per cent compared to the same period in 2024. The number of shoplifting thefts this month is above the average range.

Theft from Automobile

There were 64 thefts from automobiles in October 2025, representing a nine per cent decrease from the previous month. Year-to-date, the number of thefts from automobiles remains unchanged compared to the same period in 2024. The number of thefts from automobiles this month is below the average range.

Drugs

In October 2025, there were 22 drug offences, representing an eight per cent decrease from the previous month. Year to date, drug offences are up 24 per cent compared to the same period in 2024. The number of drug incidents this month is below the average range.

Drug-Related "Social Disorder" Calls

Public complaints related to drug use fall under various call categories, including nuisance, cause disturbance, mischief, unwanted person, suspicious person, and check well-being. Table 1 presents the number of police calls for service related to a public complaint of suspected drug use.

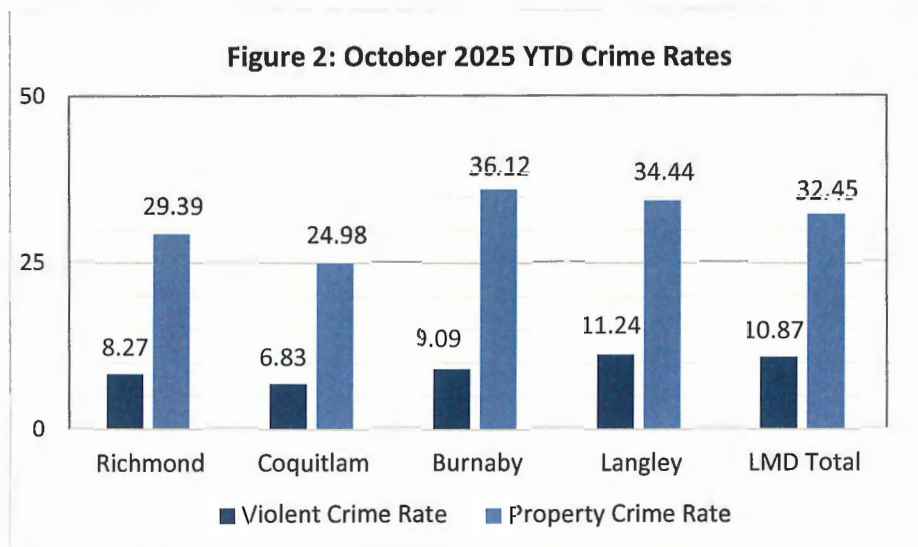
Table 1: Drug-Related Calls for Service

Month	Total Number of Drug-Related Calls	Suspected	Confirmed
January	71	42	29
February	38	23	15
March	49	31	18
April	58	41	17
May	57	36	21
June	70	44	26
July	40	20	20
August	59	44	15
September	57	35	22
October	39	26	13

Confirmed incidents refer to files where direct observation of drug use or apparent signs of intoxication is noted. Most calls involved incidents where drug use was suspected, including reports of unwanted persons who were possibly under the influence of drugs or alcohol.

Crime Trends Across Jurisdictions

Figure 2 presents crime rates in October 2025 for the four largest municipalities in the Lower Mainland District (LMD), which the RCMP polices.⁴ The property and violent crime rates in Richmond were below the LMD average.



Block Watch

At the end of October 2025, the Block Watch program had 302 groups, totalling 6,727 participants. Currently, the program includes 422 captains and co-captains. On October 30, 2025, Block Watch staff delivered a safety talk to a S.U.C.C.E.S.S. newcomer group, covering how to identify suspicious activity and when to report incidents to the police.

Communications Unit

The Communications Unit provides public safety and crime prevention messaging to enhance community awareness of various policing-related issues. During October, the Communications Unit conducted the following:

- An education campaign promoting pedestrian safety.
- 18 media releases were issued, including six related to missing persons.
- 46 social media posts were made on X, including road safety and enforcement messaging.



Figure 3: Enforcement of excessive speeding

⁴ Based on PRIME query by Richmond Crime Analysis Unit on November 3, 2025

Community Police Office Programs

Community police offices continue to enhance the Richmond Detachment's policing services by providing various crime prevention resources and community safety initiatives. City staff and volunteers implement safety initiatives to increase awareness of the crime prevention program, promote community engagement, and enhance police accessibility. These initiatives help reduce anxiety and fear related to crime. The program activities vary from month to month, reflecting weather conditions, seasonal initiatives and the availability of volunteers.

During October, volunteer highlights included:

- The deployment of one bike patrol, totalling 12 hours, and six van patrols, totalling 33 hours.
- A total of 46 Fail to Stop deployments took place, resulting in 2,549 information letters issued.
- There were two Lock Out Auto Crime deployments, resulting in 33 information letters issued.
- October 2 – Volunteers assisted with the Vancouver International Airport's full-scale training exercise, featuring the participation of 20 partner agencies.
- October 7 – Volunteers conducted a Fail to Stop deployment at Barnard Drive and Westminster Highway and issued 109 information letters.
- October 15 – Volunteers participated in pedestrian safety outreach near the River Rock Casino transit stop. Approximately 400 safety reflectors were distributed.
- October 21 – Volunteers set up a community engagement booth at the South Arm Community Centre during an ICBC Fall and Winter Driving presentation for seniors. Over 70 attendees participated, and 429 safety reflectors were distributed to pedestrians.
- October 23 – Volunteers assisted RCMP officers with a Seniors' Fraud Prevention presentation at the Thompson Community Centre.
- October 31 – Volunteers participated in various Halloween activities. This included distributing 500 safety reflectors and pins to trick-or-treaters in Steveston village and conducting foot patrols at Minoru Park and Burkeville Park, where community firework events were held.
- October 31 – Crime Watch volunteers patrolled commercial and residential areas in the Zone 2 policing area, looking for stolen vehicles, impaired drivers and suspicious activities.



Figure 4: Presentation at Thomson Community Centre

Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and education initiatives. During October, the Crime Prevention Unit participated in various activities, including diversity and inclusion initiatives, road safety deployments and the following events:

- A total of 236 Place of Worship patrols were conducted.
- On October 14, 2025, RCMP officers presented at S.U.C.C.E.S.S. to newcomers on the role of police and law enforcement in the community.
- On October 21, 2025, RCMP officers participated in a fraud awareness workshop for seniors at Wisteria Place.



Figure 5: S.U.C.E.S.S. Presentation

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. A total of 708 violation tickets were issued in October. Figure 6 provides statistics for the top five infractions for which violation tickets were issued in October:

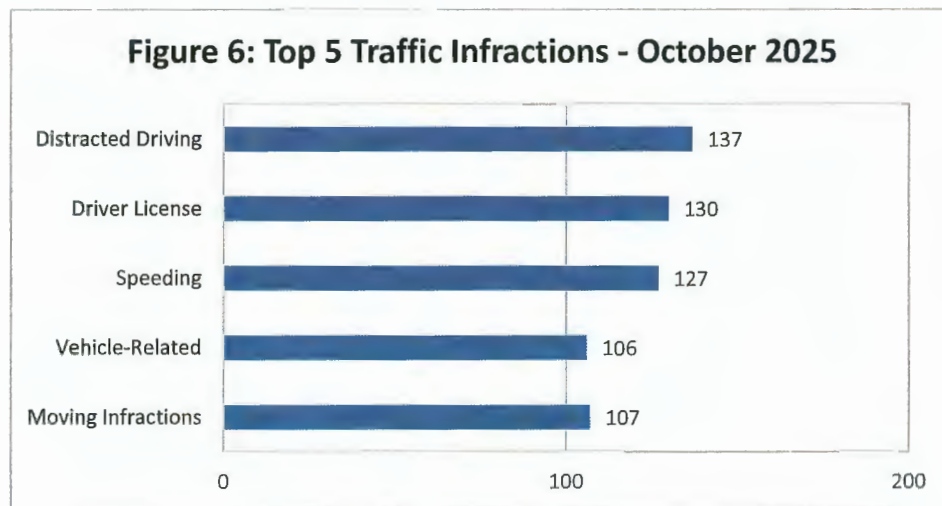


Table 2 presents the number of motor vehicle collisions involving injuries and fatalities reported between January 1, 2021, and October 31, 2025.

Table 2 – Motor Vehicle Collisions		
Year	Collisions with Non-Fatal Injuries	Fatalities
2021 ⁵	355	4
2022	406	1
2023	436	3
2024	455	2
2025 (YTD) ⁶	325	1

Victim Services

In October 2025, Richmond RCMP Victim Services met with 60 new clients and attended five crime/trauma scenes after hours. The unit currently maintains an active caseload of 87 files. In October, Victim Services responded to several cases involving medical-related sudden deaths, family conflicts, and mental illness.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies which contribute to safe and healthy behaviours essential to developing productive and civic-minded adults. During October, Youth Section highlights included:

- RCMP officers in the Youth Section conducted 101 proactive school visits at secondary schools and 227 visits at elementary schools. Police officers engaged with students during recess, lunch and morning and afternoon supervision.
- DARE classes continued for the first term of the 2025-2026 school year. A total of 473 students in 16 classes are participating in the program.

Financial Impact

None.

Conclusion

In October 2025, the Richmond RCMP conducted several notable investigations, including a high-risk arrest and an investigation into a trend of phone scams. Police statistics for this month indicate that most crime types were below average, except sexual offences, mental health-related incidents and shoplifting thefts, which were elevated.

In October, the Richmond RCMP and volunteers continued to promote crime prevention and road safety initiatives, including deployments promoting pedestrian safety. The Officer in

⁵ Motor Vehicle collisions decreased during the pandemic due to changes in behaviour patterns and fewer vehicles on the roads.

⁶ A fatal collision occurred on July 7, 2025.

November 9, 2025

- 10 -

Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.

A handwritten signature in blue ink, appearing to read "E. Warzel".

Edward Warzel
Director, Police Services
(604-207-4767)

EW:

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

Community Policing Programs Information

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.

Spot the Target

- This initiative consists of frequently stolen items being placed in the volunteer van for participants to identify in order to enhance awareness of thefts from automobiles.

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.

OCTOBER 2025 STATISTICS - RICHMOND RCMP

The following information is a limited list of select crime-type samples, which does not comprise the entirety or assortment of all crimes captured by the RCMP. The statistics in this chart should be considered independently of the analysis provided as the data is unrelated to the research provided earlier in this report.

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.

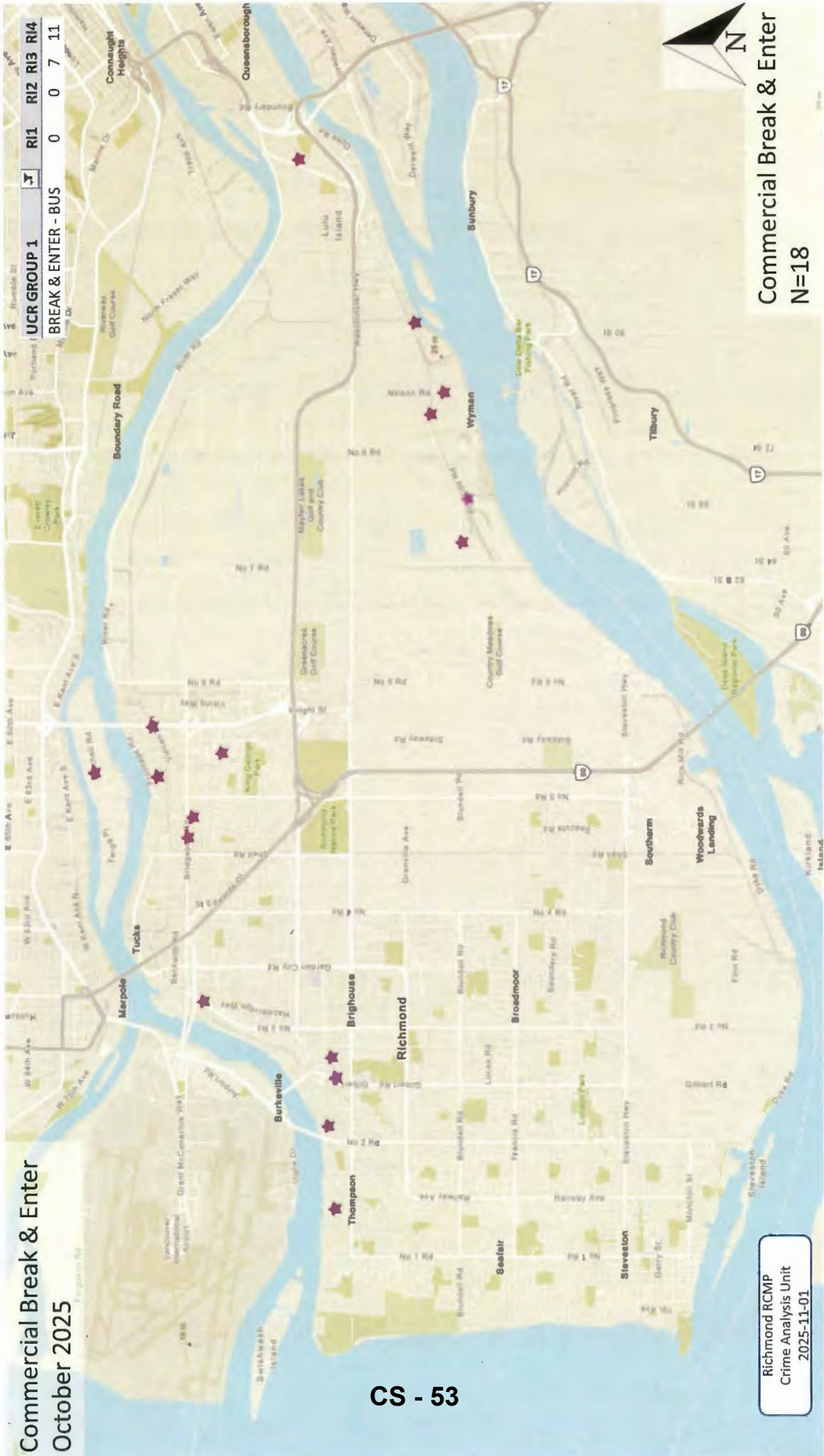
The 5 year average is based on activity within a single month over the past 5 years. If the current monthly total for an offence falls outside the 5 year range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red** if higher and **blue** if below. If the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

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Oct - 25	October		2024	2025	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	162	145.4	134-157	1582	1801	14%	219
Robbery	4	4.6	1-9	45	43	-4%	-2
Assault Common	57	48.4	45-52	527	629	19%	102
Assault Serious	14	17.2	14-20	184	190	3%	6
Sexual Offences	44	18.2	14-23	208	224	8%	16
PROPERTY CRIME (UCR 2000-Series Offences)	555	641.8	558-725	6306	6192	-2%	-114
Business B&E	18	29.6	24-35	201	240	19%	39
Residential B&E	21	25.8	14-37	209	189	-10%	-20
Auto Theft	13	27.4	22-33	238	193	-19%	-45
Theft from Auto	64	125.2	95-156	718	721	0%	3
Theft	98	83.8	56-112	1122	1256	12%	134
Shoplifting	145	93.0	55-131	1368	1211	-11%	-157
Fraud	83	84.4	74-95	973	979	1%	6
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	256	252.8	214-291	2941	2820	-4%	-121
Arson	4	8.0	4-12	63	43	-32%	-20
Cause Disturbance UCR 3430	184	200.0	174-226	2227	1922	-14%	-305
Collisions - all	201	158.6	136-182	1646	1696	3%	50
SUBTOTAL CC OFFENCES (UCR 1000 to 3000-Series)	973	1038.4	929-1148	10889	10803	-1%	-86
DRUGS (UCR 4000-Series Offences)	22	31.0	22-44	205	254	24%	49
MHA RELATED CALLS (MHA files or Mental Health flag)	267	255.6	230-282	2469	2655	8%	186

Prepared by Richmond RCMP CAU. Data collected from PRIME on 2025-11-01. Published 2025-11-01. Data subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s). 2024 YTD counts are based on the Month End reports on the date of original collection period (2024 data is not re-run).

Commercial Break & Enter
October 2025

UCR GROUP 1									
BREAK & ENTER - BUS									
R11	R12	R13	R14						
0	0	7	11						



Richmond RCMP
Crime Analysis Unit
2025-11-01

Residential Break & Enter
October 2025

UCR GROUP 1
BREAK & ENTER - RES
R11 R12 R13 R14
0 6 15 0



Richmond RCMP
Crime Analysis Unit
2025-11-01

Residential Break & Enter
N=21

Auto Theft
October 2025

UCR GROUP 1
AUTO THEFT

RI1 RI2 RI3 RI4
1 2 5 5



Richmond RCMP
Crime Analysis Unit
2025-11-01

Auto Theft
N=13

Theft From Auto
October 2025

UCR GROUP 1	RI1	RI2	RI3	RI4
THEFT FROM VEHICLE	3	14	39	7



Theft From Auto
N=64

Richmond RCMP
Crime Analysis Unit
2025-11-01

CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Credit Card Pick-Up Scams

Richmond RCMP is warning the public of a reoccurring scam where fraudsters are picking up bank cards in person to defraud victims. The scam is resurfacing and continuing to evolve with more sophisticated tactics. The scam involves the victim being contacted by fraudsters over the phone impersonating a bank employee, advising their bank card is compromised. They offer someone to come to the victim's residence to collect their bank card with the promise they would deliver a replacement card in person the next day. After obtaining the bank card, the fraudsters use it to withdraw funds from an ATM or use it to purchase items. In some instances, victims who provide their personal information are also sent a link to a fraudulent website where victims are asked to provide more personal and financial information.

Awareness and education are the most effective ways to stay safe and prevent victimization. Never hand over your bank card to anyone, especially those pretending to be couriers. The bank will never send someone to collect or dispose of your cards. Safely dispose of expired or compromised cards yourself by shredding them or returning them at the bank. In addition, never share card or banking information with anyone especially from unsolicited phone calls. If you are unsure of what you are hearing, contact the bank yourself with a number you have researched.



Online Marketplace Scams

When you are buying or selling from online marketplaces, use a few safety rules when conducting transactions. Fraudsters can scam you through the marketplace in a number of ways, such as falsely advertising items, providing false information, or falsifying payment. In some cases, when a meet-up is arranged, the seller becomes a victim of robbery, losing their item and putting themselves in danger.

To keep yourself safe from marketplace scams, educate yourself and be vigilant when browsing. First, do not believe in "too good to be true" prices. These items could be fake or non-existent. Compare the item with other listings to see if the details are consistent. Next, take a closer look at the seller and their information. Check their selling history to confirm they are credible. Generally, fraudsters use new accounts that have no history or information to keep their identity hidden. Finally when making the purchase, be careful when using e-transfer. Make sure the item is inspected and in your hand before you send money. Alternatively, you can pay or receive cash if you are uncomfortable with sending or receiving an e-transfer.

When meeting in person, keep yourself safe by meeting in a public, well-lit space. Avoid scheduling transactions in the evening as there is less foot traffic. Utilize the Richmond RCMP's safe exchange zone to make your transaction. If the seller or buyer is unwilling to come to a police station, that is a red flag! Next, ask a friend or family member to accompany you when making the transaction.

CITY OF RICHMOND CRIME PREVENTION **NEWSLETTER**

Road Safety is Everyone's Responsibility

Distracted Driving

When you are behind the wheel, focus on the road. Anything that takes your attention away from driving is a form of distracted driving. According to ICBC, you are 3.6 times more likely to crash if you use a hand-held device. On average, distracted driving is a factor in 79 deaths and 5,197 injuries each year. Distracted driving is dangerous and illegal; know the rules of the road so you can keep yourself and others safe.

Do not use your cellphone while driving. Even when stopped, checking an electronic device affects your focus and attention. Therefore, configure all your music, maps, and let people know you are on the way before you begin your trip. Know where you are going before driving and set realistic travel times. If you need to update the location or settings, pull over safely or have a passenger handle the update. If you are tempted to check notifications, turn them off or set your phone to "do not disturb" when you first get into the car. Modern smartphones have different profiles that allow you to temporarily silence your phone for various focuses, such as driving, work, or sleep. This is an effective tool to use to help you stay focused on the road.

The cost of distracted driving is not worth it. Not only are you risking lives, but you will also be fined. Every ticket for distracted driving includes a fine of \$368 and four driver penalty points. If you have four or more points on your driving record at the end of a twelve-month period, you must pay a premium. You may also have to pay additional premiums if you receive more than one distracted driving ticket in a three-year period.



Pedestrian Safety

According to ICBC, crashes involving pedestrians happen most often in the fall and winter months of October, November, December, and January, between the hours of 3p.m. to 6p.m. Intersections are the most common spot for crashes involving pedestrians. This information matches the timeframe when the weather changes and daylight hours decrease. The top contributing factors for pedestrian injuries involve distracted driving and weather. Put yourself in a safe position by reviewing the three R's for pedestrian safety.

REMOVE – Remove distractions that take your attention away from crossing the road. Do not look at your phone or have both ears plugged in when crossing, as your eyes and ears are distracted.

REFLECT - Wear something bright or have something reflective on your jacket or bag. It helps drivers see you, especially at night or in poor weather conditions.

REACT – Always use the crosswalk and make sure to look both ways before crossing. Never assume the driver has seen you. Make eye contact with the driver and ensure they come to a full stop.



Home Security: Festivities and Crime

Plan accordingly to secure your home and prevent unwanted visitors. Take time to look around your home while you are putting up decorations. Check the exterior of your home, focusing on doors, sliding doors, windows, and garages. These are common points of entry that thieves often find weaknesses. Close and lock all entry points, as this is the most effective way to deter opportunistic crime. First, when putting up your decorations, do not run wires from the exterior to the interior of your home, as this creates an opening. After decorating, put away ladders and tools because thieves can use them to break in. In some instances, thieves use existing ledges, outdoor furniture, and ladders to climb to the second floor. Therefore, ensure that entry points on the second floor are also closed and locked. Position outdoor furniture in a way that will not allow thieves to climb. Finally, while you are working outside, check that your security cameras are working properly and that the footage is accessible. A common problem we see is that cameras are not turned on or are not in working condition. When a crime occurs, homeowners are often unable to produce footage because the camera failed. Position security cameras in strategic places that capture the faces of individuals and keep an eye on the different points of entry in your home.



To Start a Block Watch Group

Interested in starting a Block Watch group? Let us tell you a little about Block Watch! Block Watch is a program that brings the police and the community together. This program helps you build connections and relationships with people in your neighbourhood and the police while striving for the common goal of crime prevention.

Select a Group Lead

- ◇ Each group lead has to submit an application and will be contacted for a suitability interview. Candidates will then need to complete a free Police Information Check.

Recruit and build your group

- ◇ Upon confirmation from the Block Watch office on completing and passing all required steps in becoming a Block Watch Lead, you may begin to recruit homes that are near to you with the provided recruiting materials from the Block Watch office. To build an effective Block Watch, try to involve 50-75% of households in your area.

Complete activation of your team

1. **Complete** Block Watch Lead/Participant training – invite everyone in your group to participate in a virtual/in-person training session.
2. **Submit** your participating household list.
3. **Qualify** for Block Watch street signs once the above steps are completed.

If you are interested in creating a Block Watch group in your area, email us your name and address at blockwatch@richmond.ca or call 604-207-4829.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Addressing Shoplifting

As we approach the end of the year, many businesses will be preparing for the upcoming busy season. Foot traffic to malls will naturally increase. Unfortunately, shoplifters continue to disrupt businesses, affecting both businesses and consumers. One of the most important steps a business owner or manager can take is to train their staff on how to report and deal with shoplifters safely.

Proper training empowers your staff to identify and handle shoplifting. Provide them with safety resources so they know how to respond without feeling unsafe. Phone numbers for security, police, and management should be readily available. Equip staff with a theft action plan so they know the necessary steps to address shoplifters. If they witness a theft, employees will feel safer and be confident in handling the situation. Lastly, promote staff engagement with customers. Checking in with customers deters potential thieves, as they feel they are being watched, and it also boosts the overall customer experience. During busy holiday seasons, be alert and keep a watchful eye on customers. Shoplifters may use different types of distractions, such as drawing attention away from an accomplice or knocking over merchandise.



When reporting to the police, your staff can help by using proper descriptors and recalling as many details as possible. Train your staff to pay attention to facial features, clothing, shoes, accessories, and the direction of travel. Practice identifying descriptors in your business. This can be done naturally when directing another staff member to help a customer. When shoplifting happens, your staff will be able to quickly describe the individual and provide key descriptors to the police.

Please report all suspicious or criminal activity to the police.

Richmond RCMP Non-Emergency line **604-278-1212**. If you witness a crime in progress, dial **9-1-1**.

Online reporting available at bc.rcmp-grc.gc.ca/richmond/report for the following:

- Damage/mischief to property under \$5,000
- Damage/mischief to a vehicle under \$5,000
- Hit and run to an unoccupied vehicle or property
- Theft of bicycle under \$5,000
- Theft under \$5,000
- Theft from vehicle under \$5,000
- Lost property





City of Richmond

Report to Committee

To: Community Safety Committee
From: Peter Russell
Director, Housing
Date: November 12, 2025
File: 08-4057-05/2025-Vol 01
Re: Referral Response: Results of the Alderbridge Neighbourhood Discussions

Staff Recommendation

That the report titled "Referral Response: Results of the Alderbridge Neighbourhood Discussions" dated November 12, 2025, from Director, Housing, be received for information.

Peter Russell
Director, Housing
(604-276-4130)

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF DEPUTY CAO
Community Social Development	☒	
Fire Rescue	☒	
Parks Services	☒	
Public Works	☒	
RCMP	☒	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

At the January 14, 2025 Community Safety Committee meeting, staff were directed to carry out neighbourhood discussions to better understand concerns regarding activities observed around the Alderbridge neighbourhood. The following referral motion was passed:

That the delegations to the January 14, 2025 Community Safety Committee meeting on the Alderbridge neighbourhood concerns be referred to staff;

That staff arrange for additional opportunities for community discussion on the Alderbridge neighbourhood discussions with all stakeholders; and

That a summary of the community feedback during the community discussions be provided to Council.

Following the referral, staff activated focused meetings with BC Housing staff and several City departments to identify additional measures that could be implemented as part of ongoing efforts to address community concerns, including how BC Housing is monitoring its spending agreement with RainCity. An additional referral was later received at the July 15, 2025 Community Safety Committee meeting, stating:

That staff investigate:

- (1) options to increase RainCity's oversight, responsibility and accountability of residents and guests and where people congregate at the supportive housing site on 6999 Alderbridge Way;*
- (2) options to increase RCMP presence in the area surrounding 6999 Alderbridge Way during the day;*
- (3) options to increase safety at the nearby dog park, including lighting, surveillance cameras, tree maintenance and a second entrance; and*
- (4) opportunities for on-going community engagement.*

This report supports Council's Strategic Plan 2022–2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

1.3 Increase the reach of communication and engagement efforts to connect with Richmond's diverse community.

1.4 Leverage a variety of approaches to make civic engagement and participation easy and accessible.

This report supports Strategy Direction 3 of the City of Richmond's Affordable Housing Strategy (217-2027), being to:

3. *Build capacity with non-profit housing and service providers:* focus on empowering non-profit housing and social service providers, as they have the mandate and capacity to support tenants in achieving successful housing outcomes.

Analysis

Supportive Housing and Homelessness in Richmond

Homelessness in Richmond is a complex and multifaceted issue that requires interventions from multiple agencies, stakeholders and levels of government. Supportive housing is a form of housing within which on-site supports are commonly provided to single adults, seniors and people with disabilities at risk of, or experiencing, homelessness. The supportive housing model focuses on “housing first”, being that individuals are better equipped to address issues such as health, employment or substance use, once provided with a stable and secure place to live.

Alderbridge Supportive Housing provides 40 safe and secure homes to those who might otherwise be homeless. At the site, residents are provided access to services including life skills training, health and wellness support, and connections to off-site resources like healthcare and employment services. Having options along a housing continuum is critical to enabling the movement of people out of supportive housing as their life circumstances change and their capability to live independently progresses.

2024 Alderbridge Neighbourhood Dialogue Sessions

In June 2024, a series of neighbourhood dialogue sessions were held to inform residents of the services, supports and programs available to Alderbridge residents, and how and when to access them. Invitations to the sessions were mailed to properties within 100 metres of Alderbridge Supportive Housing, located at 6999 Alderbridge Way, capturing 1,808 addresses.

A total of 20 residents attended the sessions, held at the Richmond Cultural Centre Performance Hall. Interpretation support was provided in Cantonese and Mandarin. An additional session was held with Alderbridge Supportive Housing residents. City staff provided an overview of services that are available in the Alderbridge neighbourhood, responded to questions, and received input from the six supportive housing residents who attended. The focus of these sessions was largely geared towards the sharing of information.

2025 Alderbridge Neighbourhood Discussions

On September 17 and 18, 2025, three neighbourhood discussions were held with those living and working in the Alderbridge Neighbourhood. Invitations to the sessions were mailed to 2,650 addresses falling within 200 metres of 6999 Alderbridge Way. The invitations were provided in English and Traditional Chinese (Attachment 1).

A total of 39 residents attended the sessions, which were facilitated by a third party. Several residents indicated that they had attended the 2024 dialogue sessions. Interpreters attended each session, offering Cantonese and Mandarin language support. The sessions were designed to provide participants with a forum to openly share their concerns, experiences and suggestions. Participants were seated in an open configuration facing each other. Representatives from BC Housing, RainCity, RCMP, Richmond Fire Rescue (RFR), Bylaws and the Housing Office were in attendance to listen and respond to questions from the public as appropriate.

In addition to comments heard during the discussions, staff received information from residents via feedback forms and by email received by the Housing Office. In total, 14 feedback forms were collected from a nearby residential strata building in addition to approximately 20 emails from 13 different senders. The feedback forms were prepared by a representative of a nearby strata and shared with City staff. Attachment 2 summarizes the comments received during the discussions.

Concerns Heard, Actions Taken and Ongoing Work to support the Community

Since the opening of Alderbridge Supportive Housing, staff have worked to address areas of interest expressed by the public. The July 2025 referral seeks options to increase RainCity oversight and accountability, increase the daytime presence of the RCMP, and increase public safety at the nearby dog park. The following items recognize the concerns raised during the neighbourhood discussions and the actions completed, or underway, to address those concerns. Options to further these efforts will continue to be explored through ongoing collaboration with agency partners, and the public, and will be reported back to Council as appropriate.

Perceptions of Neighbourhood Safety and Livability

Those participating in the discussions cited instances of criminal activity, loitering and neighbourhood disturbance in the area around, and in some cases attributed to, Alderbridge Supportive Housing. As it relates to disturbances, participants noted the frequency of fire and emergency vehicle trips to the property. Safety-related concerns were raised regarding public drug use, loitering, and littering within the abutting dog park. Many participants acknowledged that they could not directly attribute their observations to Alderbridge Supportive Housing and that their concerns could be due to other factors affecting the neighbourhood. The concerns raised did, however, highlight a perception that residents do not feel safe in the area.

The result of these activities has been a reported decline in livability and overall quality of life. Participants emphasized the negative impact to families with young children, elders and those for whom English is a second language. A local business owner and representatives of an abutting strata reported the financial impact of having to increase security measures. During the discussions, several participants emphasized feelings of hopelessness considering the inability of the RCMP to enforce against criminal activity, when not directly observed, and a prolonged response to non-emergency calls for service.

Response to Issues Raised:

- Richmond Fire Rescue (RFR) continues to engage directly with RainCity Housing to conduct in-suite fire and life safety inspections in support of both residents and the operator. These collaborative efforts have contributed to a notable reduction in false alarm calls and enhanced fire safety awareness among residents.
- Additionally, RFR is working proactively with BC Housing and the City's Building Approvals Department on a False Alarm Reduction Program to further decrease unnecessary emergency responses and strengthen fire safety compliance across supportive housing sites.
- The RCMP has noted that their Vulnerable Persons Unit (VPU) has increased proactive patrols in the area to support community concerns. In September, police conducted 68 proactive patrols, and during the first two weeks of October, they carried out an additional 38 patrols in this area. These efforts complement the activities of front-line General Duty members and other proactive units, including the Gang Enforcement Team. Additionally, the Vulnerable Persons Unit conducts in-person visits with staff members and clients at this location at least once a week to address any issues that may arise.
- The RCMP indicates that calls for service to Alderbridge Supportive Housing are down approximately 31% year-over-year from 2024 to 2025. This could be due to a variety of factors, including ongoing visits by the VPU and the Mental Health Car (Police Officer and Registered Nurse response unit) to Alderbridge Supportive Housing, which may be providing proactive support and reducing the need to call police.
- Options to increase safety at the abutting dog park were investigated and the following changes have been recently implemented by the City's Parks Department:
 - o removed the park bench to discourage loitering;
 - o installed a second entrance to the park, fronting Elmbridge Way, to improve mobility through the area;
 - o trimmed trees and shrubs to improve sightlines and lighting in the park; and
 - o added signage, discouraging the use of the park from dusk to dawn and prohibiting smoking, loitering, etc. in parks.
- Enhanced cleanliness efforts have been implemented by doubling the schedule for servicing the litter bin in the off-leash dog area and increasing litter pick-up in the immediate area along Alderbridge Way and Elmbridge Way. Additional monitoring of the area is also being undertaken as part of regular service delivery.

Accountability, Management and Support Services

Participants expressed frustration with a perceived lack of enforcement efforts by RainCity staff to address the behaviour of their residents or the guests of residents, in addition to the lack of any consequences. Questions were repeatedly raised about RainCity's staffing levels to manage the operations of Alderbridge Supportive Housing. Several participants suggested that additional staffing is needed.

Response to Issues Raised:

- RainCity has confirmed that Alderbridge residents are held to account for their behaviour through their Program Agreement with residents, which outlines expectations of residents and their guests. Since the opening of Alderbridge, several residents and guests have been evicted and banned from the building if they have been found to violate the Program Agreement.
- Staff have set up recurring meetings with BC Housing to discuss operational issues and the suitability of staffing resources at Alderbridge Supportive Housing. These meetings are also being used to discuss, more broadly, measures to achieve greater compatibility with residential uses in the neighbourhood.
- Staff have also engaged representatives of RainCity, Richmond RCMP, Richmond Fire Rescue and Vancouver Coastal Health to schedule recurring quarterly meetings, which will provide a basis for ongoing issues resolution and explore the options for more formal and recurring community engagement.
- Through the above-noted meetings, staff continue to ensure the community is aware of those engaged in supporting Alderbridge Supportive Housing and that residents know who to contact, and how, when seeking to remedy areas of concern. Handouts with contact information for RainCity and other service providers were distributed to residents at the dialogue sessions (Attachment 3).

Future of Alderbridge Supportive Housing

Throughout the neighbourhood discussions, participants expressed a strong desire that Alderbridge Supportive Housing be moved to another location and asked for a guarantee that the lease will not be further extended. Participants asked for details about the City's long-term plans for supportive housing in Richmond, noting the lack of permanent solutions and the implications for the temporary site's future. Staff noted that they are actively working with BC Housing to locate a permanent supportive housing building and/or acquiring new lands for this purpose.

Next Steps

City staff will continue to convene meetings amongst community partners to support the ongoing operation of Alderbridge Supportive Housing and, through such meetings, effectively manage and address areas of concern raised by local area residents and business owners. As this work progresses, staff will provide Council with regular updates in addition to advising Council, and the public, of additional opportunities for community engagement regarding supportive housing in Richmond.

Financial Impact

None.

Conclusion

The feedback received during the neighbourhood discussions is leading to the implementation of tangible actions intended to address local area concerns. With increased avenues for communication and ongoing inter-agency meetings, staff are committed to continue listening to area residents and working with community stakeholders to address ongoing issues.



Rene Tardif
Planner 2, Affordable Housing
(604-247-4648)



Greg Newman
Manager, Affordable Housing
(604-204-8648)

- Att. 1: Alderbridge Neighbourhood Invite Letter
- Att. 2: What We Heard: Alderbridge Neighbourhood Discussions
- Att. 3: Handout for Services Available and Who to Call



**City of
Richmond**

Housing Office
6911 No. 3 Road
Richmond, BC V6Y 2C1

September 3, 2025

Invitation to Community Discussion: Alderbridge Supportive Housing at 6999 Alderbridge Way

Neighbours of Alderbridge Supportive Housing,

You are invited to attend an upcoming small group discussion to share your experiences and comments about your neighbourhood.

The City of Richmond is committed to providing safe, stable housing for residents experiencing or at risk of homelessness. We also heard from residents in the area about their experiences living near the Alderbridge Supportive Housing building through a series of neighbourhood discussions in 2024.

The City has been working closely with RainCity Housing (the building operator), BC Housing, first responders and other partners to identify and implement measures to address this feedback. For example, working on improvements to the fire alarm system and other measures to reduce the number of false responses. More changes will be shared at the sessions and your feedback on these changes will be welcomed.

We recognize many residents still have concerns and ideas about how to make the Alderbridge neighbourhood a more welcoming community, so we invite you to share your thoughts and comments at one of our upcoming small group sessions.

Register to attend

We are holding up to six sessions with small groups (no more than 20 people) to ensure that participants have an opportunity to share their experiences in a welcoming, respectful format. The small group discussions will be held at:

**City Centre Community Centre
5900 Minoru Boulevard, Richmond**

Small group discussions			
1	Wednesday, September 17, 2025 12:00-1:30pm	4	Thursday, September 18, 2025 12:00-1:30pm
2	Wednesday, September 17, 2025 3:30-5:00pm	5	Thursday, September 18, 2025 3:30-5:00pm
3	Wednesday, September 17, 2025 6:00-7:30pm	6	Thursday, September 18, 2025 6:00-7:30pm

To register, email housing@richmond.ca with the following information:

- Your full name
- Your address
- Your preferred small group discussion number (date/time) and alternative options that would work for you
- If you require language assistance in Cantonese or Mandarin (the sessions will be held in English)

Representatives from the following organizations will be present to hear from you: City of Richmond Staff from the Housing Office, RCMP, Richmond Fire-Rescue, Bylaws Departments; RainCity Housing; and BC Housing.

How your input will be used

Input provided through these discussions will be considered as we continue to work together to identify, consider and implement further measures for the Alderbridge neighbourhood. Community input and staff and partner recommendations for further action will be summarized and shared with Richmond City Council.

If you are unable to attend, we welcome you sending an email to housing@richmond.ca with any input you may want to provide.

Sincerely,

The Housing Office
City of Richmond



2025 年 9 月 3 日

社區討論邀請函 - Alderbridge 支援性房屋 (6999 Alderbridge Way)

致 Alderbridge 支援性房屋附近的居民:

列治文市政府誠邀您參與即將舉行的小組討論，分享您對鄰里社區的經驗與意見。

市政府致力為面臨或有無家可歸風險的居民提供安全和穩定的居所，我們亦於 2024 年透過一系列社區討論，聆聽附近居民對 Alderbridge 支援性房屋的居住經驗。

列市政府一直與該建築營運商 RainCity Housing、卑詩房屋局 (BC Housing)、急救單位及其他合作夥伴緊密合作，根據居民意見進行分析，制定及推行改善措施，例如對火警系統及其他相關措施進行改進，以減少誤報事件的發生。更多改動將於會議中介紹，屆時歡迎您提出寶貴意見。

我們理解仍有不少居民關心如何令 Alderbridge 社區更具包容性，因此市政府誠邀您參與小組討論，並分享您的想法與建議。

我們將舉辦最多六場小組討論，每組不超過 20 人，此安排旨在確保參與者能在友善且尊重的環境下分享經驗。詳情如下：

City Centre Community Centre
5900 Minoru Boulevard, Richmond

小組討論			
1	2025 年 9 月 17 日 (星期三) 12:00 - 1:30pm	4	2025 年 9 月 18 日 (星期四) 12:00 - 1:30pm
2	2025 年 9 月 17 日 (星期三) 3:30 - 5:00pm	5	2025 年 9 月 18 日 (星期四) 3:30 - 5:00pm
3	2025 年 9 月 17 日 (星期三) 6:00 - 7:30pm	6	2025 年 9 月 18 日 (星期四) 6:00 - 7:30pm

登記方式

請把以下個人資料電郵至 housing@richmond.ca :

- 姓名
- 住址
- 希望參加的小組討論場次 (日期/時間) 及可替代場次
- 是否需要粵語或普通話的語言協助 (討論將以英語進行)

出席小組討論的機構代表包括列治文市政府住房辦公室 (Housing Office) 、加拿大皇家騎警 (RCMP) 、列治文消防及救援 (Richmond Fire-Rescue) 、市政規章部 (Bylaws Departments) 、RainCity Housing 及卑詩房屋局。

您的意見將如何被運用

小組討論收集的意見，將作為持續合作及推動 Alderbridge 社區改善措施的重要參考，經整理後，將與市政府工作人員及合作夥伴的建議一同呈報列治文市議會。

若您無法親自參與，仍歡迎將意見電郵至 housing@richmond.ca 。

敬上，

住房辦公室 (The Housing Office)

列治文市政府 (City of Richmond)

此邀請函備有中、英文版本，如兩者內容有任何差異，概以英文版本為準。

What We Heard: Alderbridge Neighbourhood Discussions

The following items offer a summary of the themes / concerns voiced during the neighbourhood discussions and communicated by email or letter following public notification of the sessions. It is important to acknowledge that participants in the sessions, in some instances, noted that their observations were not being directly attributed to Alderbridge Supportive Housing.

Neighbourhood Safety and Livability

- Reports of increased instances of harassment and aggression leading to discomfort particularly amongst families, elders and non-English speakers
- Cited instances of open drug use, drug dealing, discarded drug paraphernalia, property damage, theft, and public disturbance
- Concerns about the cleanliness of public spaces with focus on instances of littering, loitering, and drug use within the abutting dog park
- Disruptions to the neighbourhood caused by frequent emergency vehicle presence and related activities impacting residents and placing strain on public resources
- Negative impacts to nearby businesses including theft, vandalism, and reputation
- Increased costs for security and building / property repairs
- Falling property values, neighbourhood decline, and destabilization

Accountability, Management and Support Services

- Acknowledgement of government efforts to address homelessness
- Recognition of the need for enhanced mental health and addiction supports in Richmond
- Concerns regarding a lack of responsiveness from housing operators and government to issues of homelessness and public drug use
- Questions regarding the effectiveness of existing supports and the capacity of RainCity (staffing) to properly respond to community concerns
- Concerns regarding responsiveness of RainCity to instances of public disruption believed to be caused by residents of Alderbridge Supportive Housing or visitors to the building
- Perceived lack of consequences for repeated poor behaviour
- Concerns regarding the lack of response to non-emergency calls for service leading to increased feelings of hopelessness
- Request for more police patrols in the area
- Emphasis on balancing housing for vulnerable populations with neighbourhood safety

Future of Alderbridge Supportive Housing

- Questions about plans to move or close Alderbridge Supportive Housing
- Distrust as it relates to discontinuing the use of the building at the end of 2027

Communication and Engagement

- Request for ongoing communication and engagement
- Recognized improved, open, format of the sessions – focus on listening / hearing

Services available in Richmond

Health Services

Health Line.....	8-1-1
VCH Mental Health, Substance Use Central Intake Line.....	604-204-1111
Anne Vogel Clinic Support for opioid use disorder.....	604-675-3975
Richmond City Centre Urgent and Primary Care Centre.....	604-675-2768
Richmond East Urgent and Primary Care Centre.....	604-244-5560

Specialized Services

Foundry (Youth Mental Health ages 12-24).....	604-674-0550
Women's Resource Centre.....	604-279-7060
QMUNITY (2SLGBTQI+ Support and Referrals, Vancouver).....	604-684-5307

Emergency & Crisis Supports

Police/Ambulance/Fire Rescue.....	9-1-1
Services referral & Shelter list BC.211.ca/shelter-lists.....	2-1-1
Suicide Crisis Helpline 24/7 Call or Text.....	9-8-8
1-800-SUICIDE.....	1-800-784-2433
Battered Women's Crisis & Intake.....	1-855-687-1868
VictimLinkBC.....	1-800-563-0808
Chimo Crisis Line.....	604-279-7070

Homelessness Services

Drop-in Centre 7840 Granville Ave.....	604-644-1418
Richmond House Emergency Shelter.....	604-276-2490
City of Richmond Homelessness Outreach.....	604-276-4243



Homelessness
Resource Guide



No or Low-Cost Community
Meals and Food Programs



Richmond
Community Safety App

Who to Call | When to Call

Alderbridge Housing 6999 Alderbridge Way Richmond



GENERAL INQUIRIES

BC Housing

Email: communityrelations@bchousing.org

Website: bchousing.org

- Connect with BC Housing for general questions about temporary housing with supports/supportive housing.

DAILY OPERATIONS

Alderbridge housing

Email: emcgarry-makias@raincityhousing.org

Alderbridgehousing@raincityhousing.org

Phone: 604-447-5051

Website: raincityhousing.org

- Connect with site operations about the Alderbridge site or for information about site programs and day-to-day operations. **Monday to Friday 9am-5pm**

COMMUNITY CONTACTS

RCMP

604-278-1212

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at 604-278-1212 if the event has already happened (e.g. stolen items or after a crime occurs).

Fire

604-278-1212

- Call **911** if you see a fire in progress.
- Call the non-emergency line at 604-278-1212 if you have fire safety concerns.

Ambulance

9-1-1

24/7 Dispatch

- Call **911** for a medical emergency, including if you see someone who is non-responsive in a park, on a road, or on public property.
- Wait for an ambulance and do not move the person.

Bylaw

604-276-4345

- Reach out to City Bylaw regarding concerns around property conditions, excessive noise or if you see obstructions on streets/sidewalks in parks.