



**Community Safety Committee
Electronic Meeting**

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

**Tuesday, February 11, 2025
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-4 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on January 14, 2025.*



NEXT COMMITTEE MEETING DATE

March 11, 2025, (tentative date) at 4:00 p.m. in the Anderson Room.

DELEGATIONS

CS-10 1. Krista Kienapfel, Canadian Lifeboat Institution Volunteer, to provide a presentation on the **volunteer search & rescue organization**.

Pg. # ITEM

LAW AND COMMUNITY SAFETY DIVISION

2. **COMMUNITY BYLAWS ACTIVITY REPORT – DECEMBER 2024 AND YEAR IN REVIEW**

(File Ref. No. 12-8060-01) (REDMS No. 7938431)

CS-31

See Page CS-31 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Activity Report – December 2024 and Year in Review”, dated January 15, 2025, from the Director, Community Bylaws & Licencing, be received for information.

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – DECEMBER 2024 AND YEAR IN REVIEW**

(File Ref. No. 09-5140-01) (REDMS No. 7920874)

CS-43

See Page CS-43 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – December 2024 and Year In Review”, dated January 13, 2025, from the Fire Chief, be received for information.

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Jim Wishlove

Items for discussion: None.

Community Safety Committee Agenda – Tuesday, February 11, 2025

Pg. # ITEM

5. **RCMP MONTHLY ACTIVITY REPORT – DECEMBER 2024 AND YEAR IN REVIEW**

(File Ref. No. 09-5000-01) (REDMS No. 7893240)

CS-65

See Page CS-65 for full report

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – December 2024 and Year in Review”, dated January 15, 2025, from the Officer in Charge, be received for information.

6. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Chief Supt. Dave Chauhan

Items for discussion: None.

7. **MANAGER’S REPORT**

ADJOURNMENT



Community Safety Committee

Date: Tuesday, January 14, 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 Au
Councillor Carol Day
Councillor Michael Wolfe

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

AGENDA ADDITIONS

The Chair advised that the following delegations be added on the agenda:

- Clifton Jang and Sheldon Starrett to delegate on the Alderbridge Supportive Housing; and
- Flora Liu to delegate on neighbourhood concerns.

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on December 10, 2024, be adopted.

CARRIED

Community Safety Committee

Tuesday, January 14, 2025

DELEGATIONS

Clifton Jang, 5900 Alderbridge Way, spoke to ongoing safety concerns and crime incidents occurring in the area around the Alderbridge Supportive Housing location. He expressed concern with respect to the management of the supportive housing and suggested that steps be taken to address community concerns.

Sheldon Starrett, Richmond resident, expressed concern with regard to crime incidents in the area around the Alderbridge Supportive Housing and the management of the housing site. He noted that he has observed Richmond RCMP have increased patrols in the area, however additional steps need to be taken to address safety concerns.

Discussion on the Alderbridge Supportive Housing ensued, and it was noted that (i) Alderbridge Neighbourhood Conversations took place on June 2024 and every effort was made to invite neighbourhood residents and stakeholders to the dialogue sessions, however attendance to the sessions were low, (ii) on April 2024, the Province made an amendment to prohibit the use of illicit drugs in any public space, (iii) Council wrote a letter to the Province asking them to enact secure care, which is involuntary care for people who are a danger to themselves or others, and (iv) Council has approved initiatives for additional bylaw officers, outreach teams and emergency shelters.

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

It was moved and seconded

- (1) *That the delegations to the January 14, 2025 Community Safety Committee meeting on the Alderbridge neighbourhood concerns be referred to staff;*
- (2) *That staff arrange for additional opportunities for community discussion on the Alderbridge neighbourhood discussions with all stakeholders; and*
- (3) *That a summary of the community feedback during the community discussions be provided to Council.*

The question on the referral motion was not called as further discussion ensued with respect to the Alderbridge Neighbourhood Conversations and opportunities to organize additional dialogue sessions.

The Chair advised that the question on the referral motion would be considered following the final agenda item.

Community Safety Committee
Tuesday, January 14, 2025

Flora Liu, Richmond resident, expressed concern with respect to crime incidents in her neighbourhood that feel unsafe. She advised that a neighbourhood Block Watch was initiated in response to community safety concerns but noted that additional action is required from the City to address the concerns.

LAW & COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – NOVEMBER 2024**

(File Ref. No. 12-8375-02) (REDMS No. 7895332)

In response to queries from Committee, staff noted (i) statistics of calls for service year to date November 2024 vs. November 2023, show a 17% decrease, attributed from an increase in proactive patrols (e.g. Brighthouse currently almost daily), (ii) majority of sign offences stem from unpermitted signs, which has been resolved through proactive patrols, and (iii) the revenue year-to-date represents a number of staff that were previously reported in the budget in the Bylaws department and have subsequently been moved over to the Business License department, so their expenditures are reflected there, as is their revenue.

It was moved and seconded

That the staff report titled “Community Bylaws Monthly Activity Report – November 2024”, dated December 12, 2024, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

2. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – NOVEMBER 2024**

(File Ref. No. 09-5140-01) (REDMS No. 7883201)

Discussion ensued with regard to emergency preparedness and Chief Wishlove provided a brief overview of the training opportunities and collaboration with other agencies.

In response to queries from the Committee Chief Wishlove noted (i) that Emergency Programs community outreach occurs regularly throughout the year, and (ii) between November and December, Richmond Fire-Rescue (RFR) responded to 50 overdose and poisoning call city-wide, with two calls in the Alderbridge neighbourhood.

3.

Community Safety Committee
Tuesday, January 14, 2025

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – November 2024”, dated December 6, 2024, from the Fire Chief, be received for information.

CARRIED

3. **FIRE CHIEF BRIEFING**

(Verbal Report)

In response to a query regarding e-bike/scooter battery fire safety awareness, Chief Wishlove advised he can provide specific messaging that can be forwarded to Richmond businesses and community networks, and that extensive information can also be found on the City’s website. It was noted that the battery safety program will be further enhanced this year and that the City has a recycling program to safely discard batteries.

4. **RCMP MONTHLY ACTIVITY REPORT- NOVEMBER 2024**

(File Ref. No. 09-5000-01) (REDMS No. 7895325)

In response to queries from the Committee, Chief Supt. Chauhan advised (i) the City of Richmond maintains the lowest violent crime rate compared to some of the larger RCMP jurisdictions, and has the second lowest property crime rate, (ii), Richmond RCMP Communication Unit publishes a monthly briefing on road safety to inform and educate the public, (iv) in the area around the Alderbridge Supportive Housing, there have been a three percent reduction in calls for service from 2023 to 2024, and (iv) shoplifting is a subcategory of property crime and was a priority last year and with all municipalities encountering an increase in retail theft, will remain a priority this year.

Councillor Day left the meeting (5:37p.m.) and did not return.

It was moved and seconded

That the report titled “RCMP Monthly Activity Report - November 2024”, dated December 12, 2024, from the Officer in Charge, be received for information.

CARRIED

Community Safety Committee
Tuesday, January 14, 2025

5. **RCMP/OIC BRIEFING**

(Verbal Report)

(i) ***Volunteer Appreciation Dinner***

Chief Supt. Chauhan noted that a volunteer appreciation dinner is held annually to recognize community volunteers. This year 86 volunteers were recognized, having volunteered a collective total of 5250 hours over 782 shifts.

(ii) ***RCMP Toy Drive***

Chief Supt. Chauhan noted the 10th Annual Richmond RCMP Toy Drive record was broken again, surpassing the goals achieved in the last three years by raising \$33,419 and 2.5 tonnes of toys, noting that events such as these are not possible without all the strong partnerships and the generous community support.

(iii) ***Richmond Night Market***

Chief Supt. Chauhan advised the Richmond Night Market (April 26 through October 14) had the presence of two members each weekend, providing a sense of safety and security for the market patrons. A total of 18 files were generated throughout the 2024 program.

A brief discussion ensued with respect to the referral motion on the Alderbridge neighbourhood discussions, and it was suggested that staff provide information pertaining to the implementation of the Good Neighbour Agreement with the Alderbridge supportive housing operator.

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

6. **MANAGER'S REPORT**

None.

Community Safety Committee
Tuesday, January 14, 2025

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (5:47 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, January 14, 2025.

Councillor Alexa Loo
Chair

Lorraine Anderson
Legislative Services Associate



CANADIAN
Lifboat
INSTITUTION

CS - 10

A volunteer search & rescue organization dedicated to saving lives at sea.





Our Objectives

The objectives of the Canadian Lifeboat Institution are to:

- Supplement local, community, provincial, and national efforts directed to the preservation of life and property and, in particular, providing equipment, and volunteers for marine safety, as well as search and rescue services
- Assist with the promotion of safe boating practices through accident prevention and safety education programmes





The Canadian Lifeboat Institution is a volunteer, not-for-profit, marine Search and Rescue organization dedicated to saving lives and property at sea.

We're following a very successful model, the Royal National Lifeboat Institution (RNLI), which was founded in 1824

CS - 12

The Canadian Lifeboat Institution is a member of the International Maritime Rescue Federation (IMRF)



Accredited by the International Maritime Organization (IMO).



**INTERNATIONAL
MARITIME RESCUE**





The CLI is part of Team Search and Rescue and is fully recognized by the Canadian Coast Guard as a valuable team member.

Our organization also participates in the RCMP Coastal Watch Programme.

CLI: Over 4500 Incidents Attended Since 1981





It is also part of the City of Delta's Emergency Services Programme.



We have a vessel stationed in Steveston and could also be a part of the City of Richmond's Emergency Services Programme and are available to be in more active cooperation with Emergency Services here.



Based in Steveston: Self Righting Lifeboat

- Low profile stable vessel with hydraulic lowering mast
- All weather capable (sea state 7, beaufort 9)
- 3 watertight compartments
- VHF x 5, PA x 2, amateur radio (Ham Band)
- Fire Com intercom / radio link
- High-intensity searchlights
- First aid, oxygen, AED
- Engine driven salvage / firefighting pump
- 37 seatbelts for survivors
- Max survivor capacity: 108 (witnessed on another Tyne)
- Seats for a crew of 6 plus a medic
- High bollard pull with complete rigging for towing



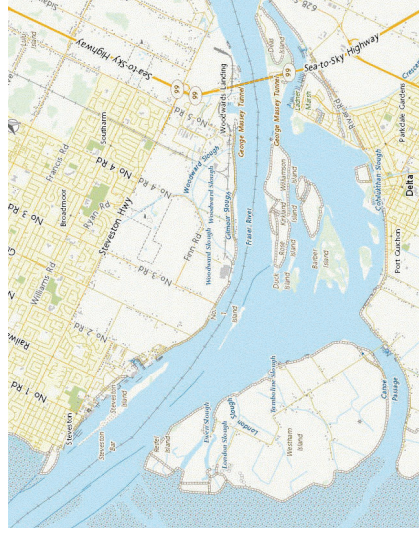
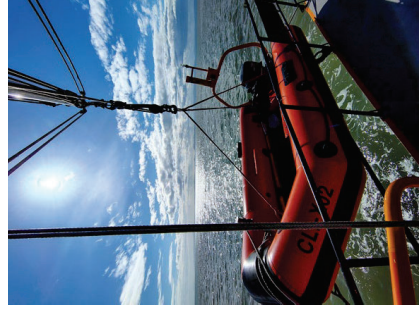
Nearby in Ladner: The Delta Lifeboat



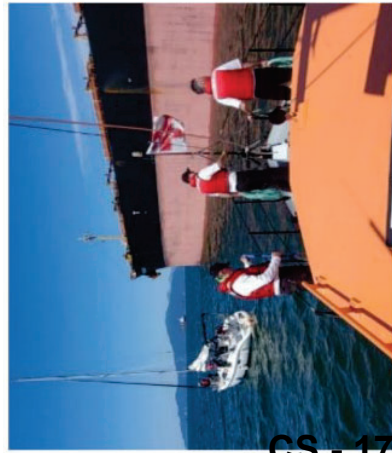
CS - 16

Active Search and Rescue vessel since 1988.

Keel encased in full-length steel “shoe”, Propeller protected by full-length skeg, Foam Capable portable salvage/fire pump,
 11.5’ RHIB (can transfer pump, supplies, personnel)
 4 VHF radios, 2 portable, Integrated PC chartplotter, GPS, AIS,
 3 searchlights, Survivor treatment (stretcher) area, AED,
 Full galley and accommodation for on-scene crew support.



Over 4500 Incidents Attended Since 1981



To become a CLI crew member, we require the following:

Be a minimum of 18 years old

Able to commit to regular training (both classroom and on-water). As SAR skills are diminishable, you must be able to commit to a minimum of four training sessions per month. We meet every Thursday from 18:45 – 21:15 and Saturdays from 08:30 – 12:30 for training sessions. Other events happen at different hours.

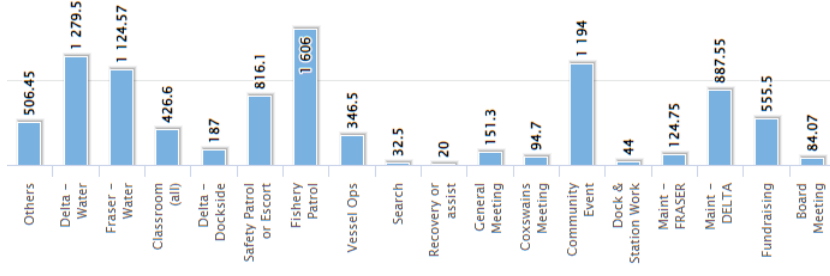
Have a reasonable level of fitness as SAR tasks can be physically demanding.

Have or be able to obtain a Pleasure Craft Operator's Certificate (PCOC). We partner with MyBoatCard.com if you don't have one already.

Have or be able to obtain a Restricted Radio Operator's Certificate (ROC-M). We can recommend training providers if required.

Have or are able to obtain a Transport Canada [Candidate Document Number \(CDN\)](#)

Be able to pass a criminal records check to assist in any City of Delta or Emergency Management BC (EMBC) taskings. This process may involve fingerprinting for the vulnerable sector requirements.



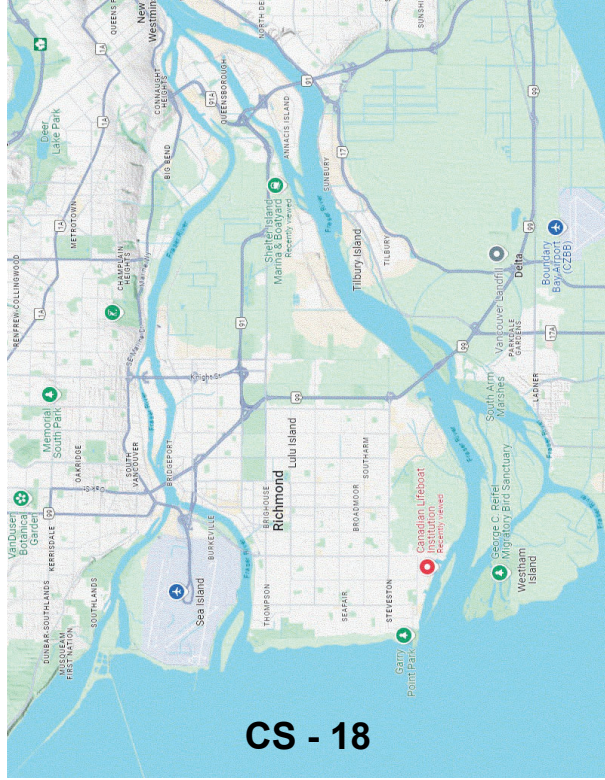
Natural Disaster Response

How Can We Help?

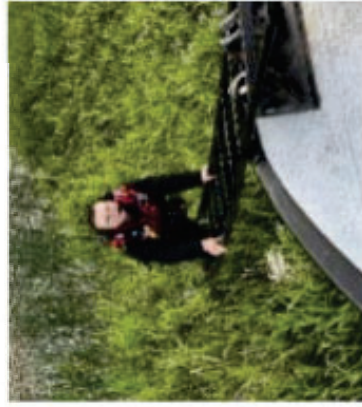
- A. Reconnaissance / Routing / Mapping
- B. Communications:

Vital Relay Hub between Land, Sea, Emergency Services

- A. Transportation of Personnel, People, Goods, Casualties
- B. Emergency Response: First Aid, Firefighting, Search & Rescue



Reconnaissance/ Routing / Mapping



Investigate state of bridges and waterways to relay what routes are safe for passage.

What routes are passable?

Where are hazards?

Where are people and how are they doing?

Where are Emergency Personnel Needed?

Where are Supplies Needed?



Transportation

Personnel: Search and Rescue Teams, Emergency Crews

People: Extract People from Shore

Emergency Supplies: Medical Equipment, Generators, Food

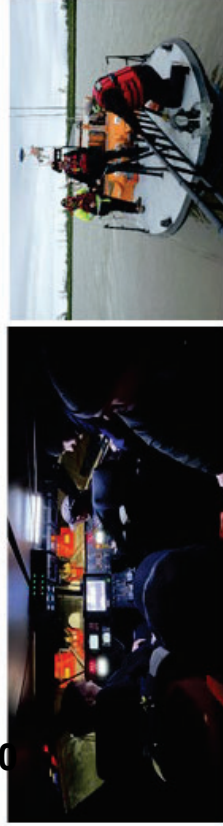
Casualties: Stretchers can be Carried up Ladder from Shore

The Fraser Lifeboat is Equipped with 37 Seatbelts for Survivors

Max survivor capacity: 108 (witnessed on another Tyne) Seats for a crew of 6 plus a medic



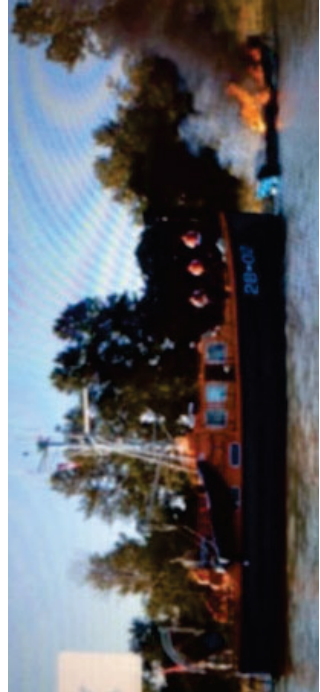
Fraser Lifeboat: Prepared for All Conditions



Emergency Response on the Water



Fire



Pumping out flooded vessels

First Aid

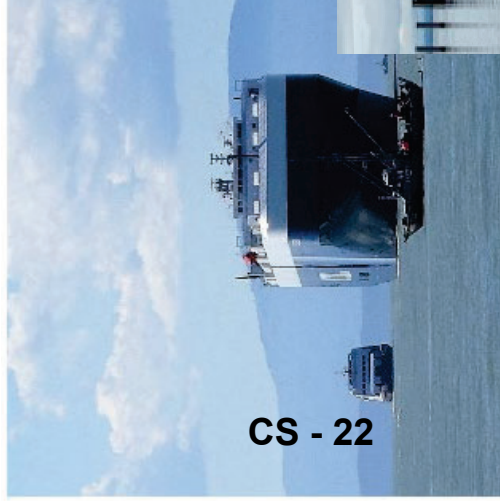
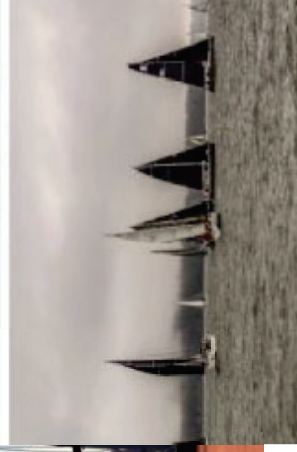
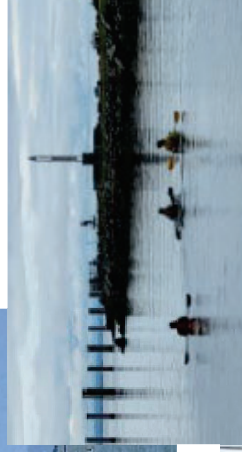
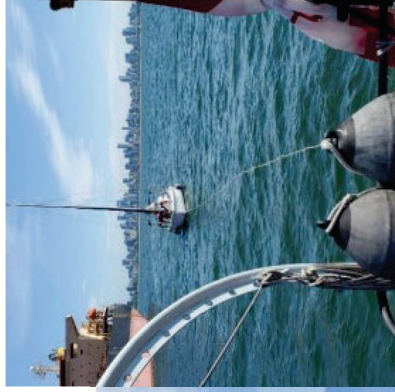
Towing

Recovery/Extraction Rescue

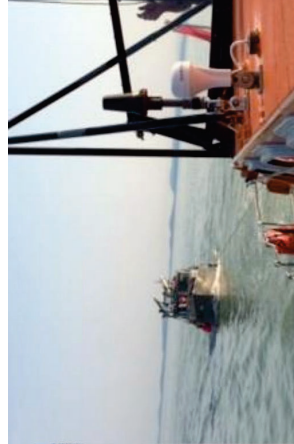


Safety Patrols In the lower Fraser River & Strait of Georgia Area

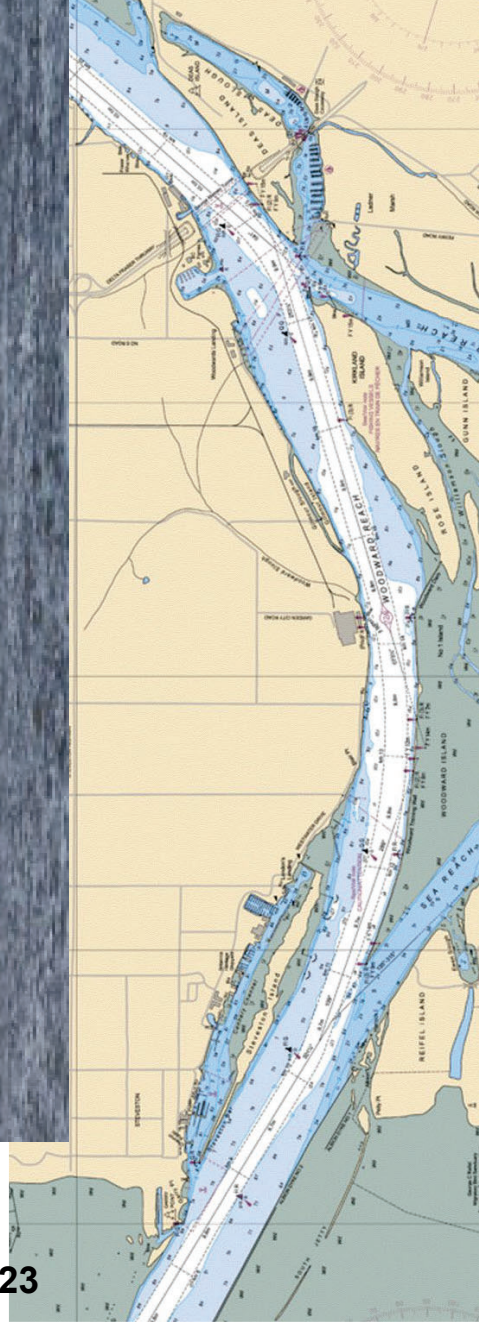
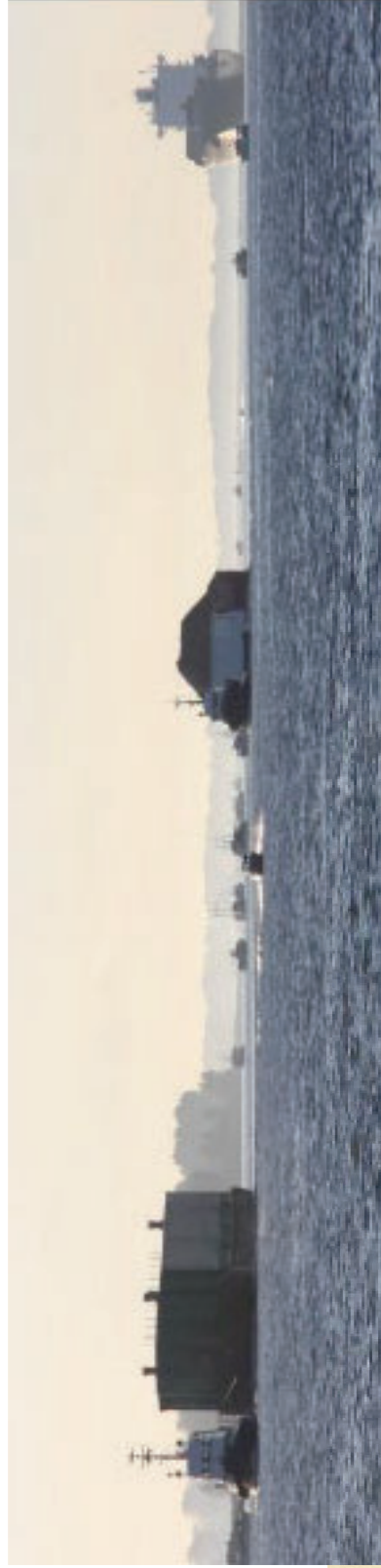
- Commercial and Aboriginal Salmon Fishery
- Openings
- The Strait of Georgia Roe Herring Fishery
- Supporting Fish Safe BC
- Sailing Regattas such as the Southern Straits Annual Yacht Race
- Public Events such as the Lucille Johnstone Work Boat Parade
- Holiday Patrols such as Family Day, Canada Day, Thanksgiving, Remembrance Day, etc.



CS - 22



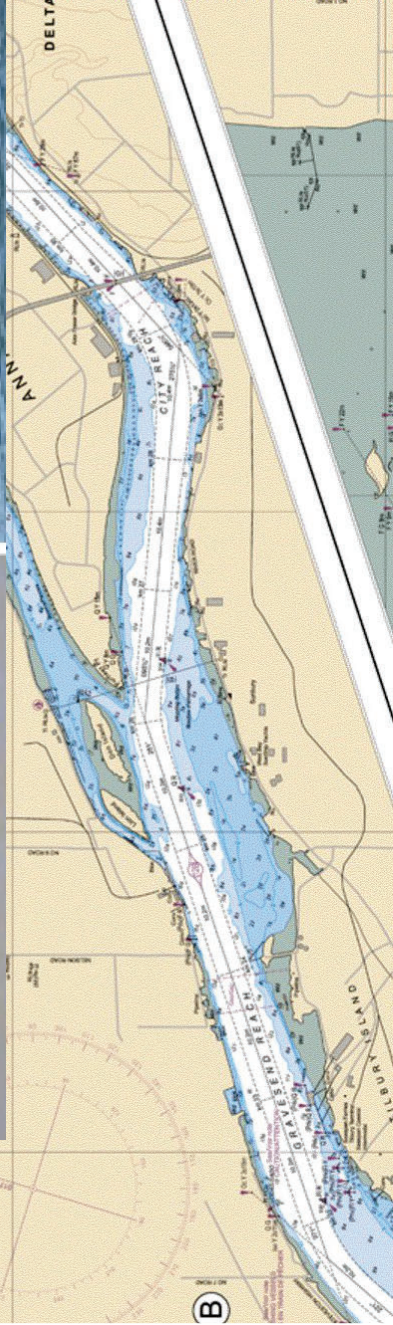
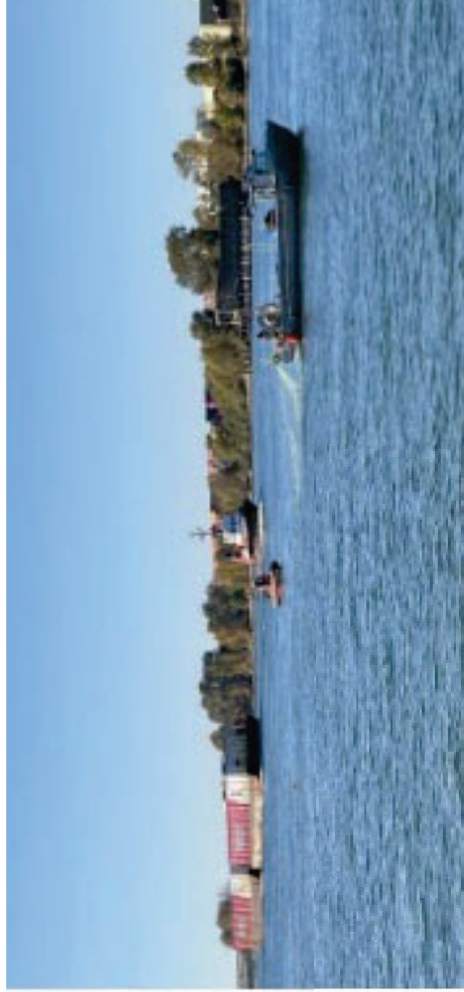
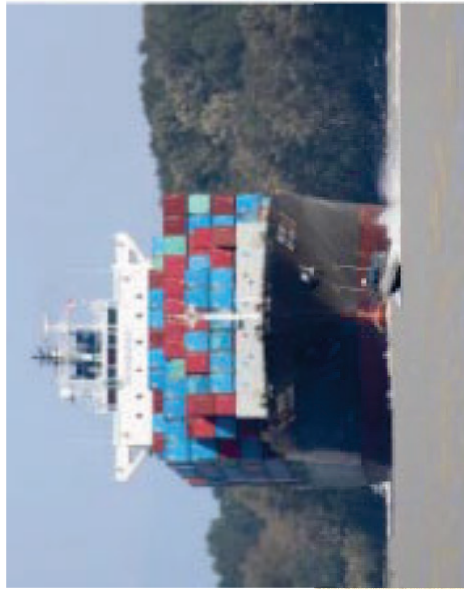
Safety Patrols In the lower Fraser River & Strait of Georgia Area



Marine traffic continues to increase in the entire Port Metro Vancouver area.
(Commercial traffic, fishing, pleasure craft)
This includes the waterways surrounding all of Richmond.



Safety Patrols In the lower Fraser River & Strait of Georgia Area



Potential for incidents involving loss of life and property also increases.



In House Training



- Seamanship
- Navigation
- Marine Emergency
- Duties
- First Aid



Joint Operational SAR Training



- **Maritime Forces Pacific**
- **Canadian Coast Guard**
- **Royal Canadian Search and Rescue**
- **Vancouver Fraser Port Authority**
- **United States Coast Guard**

Pleasure Craft Courtesy Checks

Public Safety Initiative that Educates Boaters in Vessel Preparedness



- Encourages People to Be Equipped Properly
- Fosters Discussion of Maritime Safety
- Creates a Safety Mindset
- Free
- Voluntary
- Volunteers are Certified by Transport Canada



Part of the Community

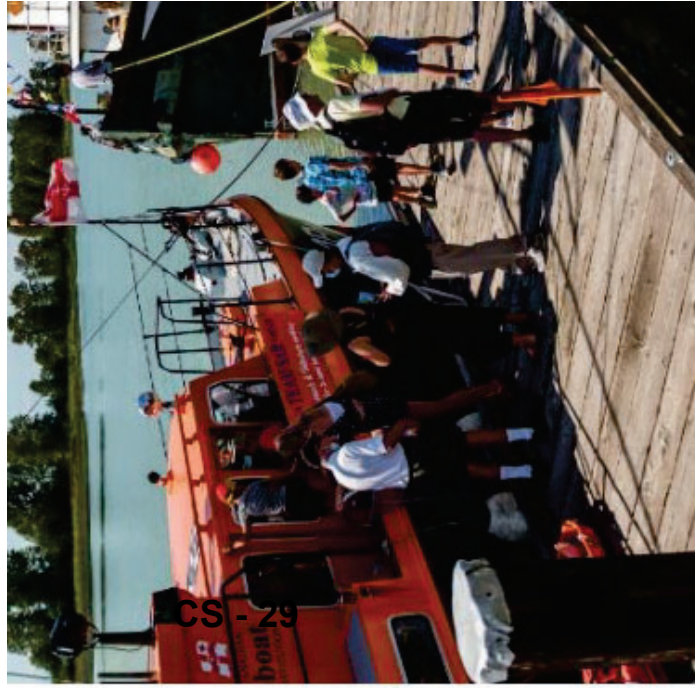
National Day of Mourning Ceremony at the Richmond Fisherman's Memorial

Remembrance Day Ceremonial Sailing & Safety Patrol





Part of the Community Maritime Festival



The Canadian Lifeboat Institution has been participating in Richmond's Maritime Festival for years.

This summer's children's activity was a huge hit. The Festival is an important part of community identity, a draw for tourists, and a great event for people of all ages. It's also a great way to get people thinking about Marine Safety.





Part of Community Safety



Our Presence means More Resources in Richmond.



CS - 30

- **Disaster Response**
- **Search and Rescue**
- **Marine Safety Awareness**





To: Community Safety Committee **Date:** January 15, 2025
From: Mark Corrado **File:** 12-8060-01/2025-Vol
 Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Activity Report – December 2024 and Year in Review**

Staff Recommendation

That the staff report titled “Community Bylaws Activity Report – December 2024 and Year in Review”, dated January 15, 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	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

This annual review report for the Property Use, Parking Enforcement, and Animal Services units of Community Bylaws provides information and statistics on calls for service and bylaw enforcement actions related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking enforcement, and animal control operations, including the activities of the Richmond Animal Shelter.

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.

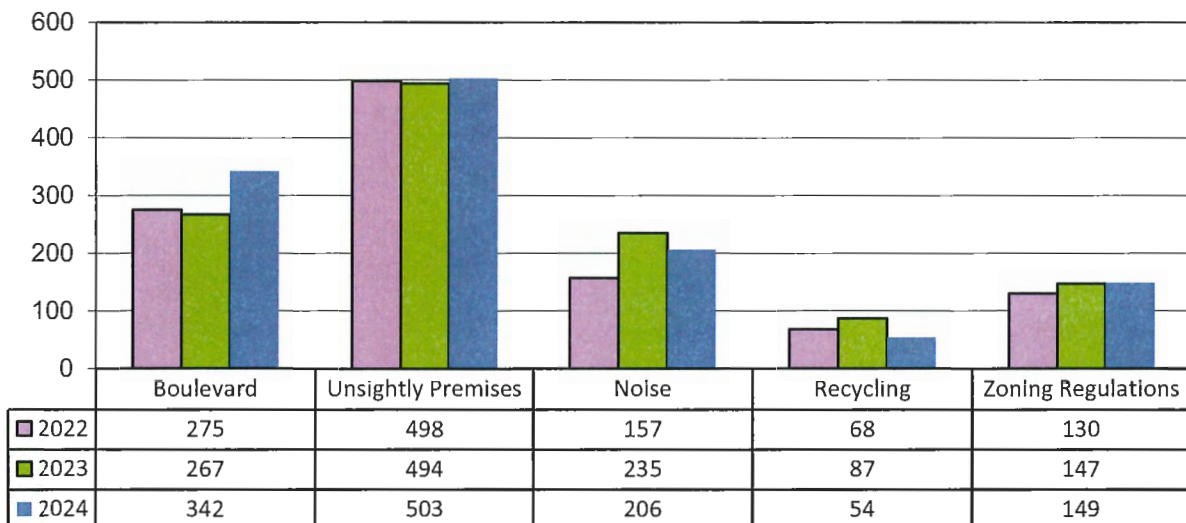
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

Figure 1, highlights the top five most common calls for service received by staff. These five categories represent over half of the property use calls for service received in 2024. In 2024, there were 1,799 property use calls for service, which represented a 20 percent decrease from 2023 (2,255).

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

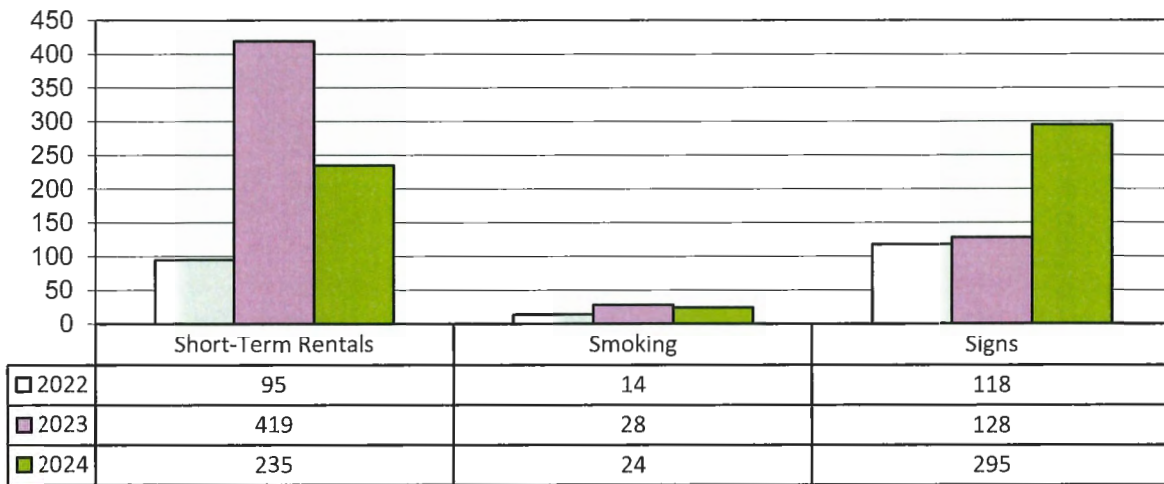


In 2024, the type of calls that saw the largest increase were related to boulevard maintenance, which rose 28 percent from 267 last year to 342. This is primarily attributed to overgrown vegetation causing sidewalk encroachments, obstructions and sightline issues. Noise complaints, were down slightly by 12 percent this year. A contributing factor to this decrease, was an overall decrease in reported construction noise occurring outside permitted hours. In all cases, staff investigated and sought to obtain compliance through education and/or bylaw enforcement action.

Other Community Bylaws Calls for Service

Figure 2 shows other Calls for Service, which are closely related to Property Use matters.

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



Calls regarding water restrictions dropped by 67 percent from 296 to 98, primarily because Metro Vancouver did not activate Stage 2 water restriction as they did in 2023. In addition, short-term rentals (STR) files were transited over to the Business Licencing team for investigation, enforcement and permit issuance. Figures on short-term rental files will be reflected in the Business Licence Quarterly report.

In May 2024, the Province required short-term rental platforms, with at least 1,000 listings to share monthly information on hosts, listings, and booking history, while also validating business registration numbers to ensure compliance. This information is shared with municipalities and government agencies via a Provincial data portal and provides new enforcement tools including take down notices on non-compliant listings.

Signage related calls cover a variety of potential non-compliance issues, and in 2024, non-permitted signs was the most common type of call received. This influx can be related to signage on City posts. Table 1 below summarizes the cumulative sign complaints for 2024, categorized by violation type.

Table 1: Sign Violation Types

Sign Violation Type	Number	%
Signs without Permit	78	26.4 %
Portable Signs	60	20.3 %
Election Signs	56	19.0 %
Real Estate Signs	44	15.0 %
Signs on City Property	25	8.5 %
General	21	7.1 %
Construction Signs	6	2.0 %
Open House Signs	5	1.7 %
Total	295	100.0 %

Calls for Service related to Homelessness and Outreach

In 2024, the City received a total of 110 calls related to homelessness and outreach, representing a 14.7 percent decrease from the 129 calls received the previous year. Proactive enforcement has played a crucial role in managing encampments effectively, and contribute, in part, to the overall decrease in Calls for Service in 2024.

Table 2: Calls for Service - Homelessness

Calls for Service Type	2022	2023	2024
Homelessness	61	129	110

To address these calls, the City’s Joint Operations Team (JOT)—which includes Bylaws, Community Social Development, Parks, Environmental Programs, Richmond Fire Prevention, the RCMP Vulnerable Persons Unit, and external partners such as Vancouver Coastal Health (VCH) and the Ministry of Social Development and Poverty Reduction (MSDPR)—collaborates weekly. This team conducts outreach to ensure the safety of unhoused individuals and connects them with support resources.

Throughout 2024, Bylaws, the RCMP Vulnerable Persons Unit, and Outreach Workers with Community Social Development Team carried out 47 weekly inspections. Other groups within the JOT also contributed significantly to these outreach efforts, which have proven effective in reducing complaints and assisting individuals with transitioning to shelters, housing or accessing services.

Of the 110 calls received, most were related to sites primarily located in the City Center and on properties owned and managed by the Province, notably the Ministry of Transportation and Infrastructure and the Ministry of Forests. Where staff have jurisdiction, joint cleanups are initiated by Bylaws staff with the support of the City’s Environmental Programs team. Discarded or abandoned materials are removed to maintain public safety and cleanliness. Due to potential

safety-related concerns, multiple staff members are often dispatched to respond to encampment-related calls. Calls located on Crown lands add a further complicating factor and often take significantly more time and resources to address.

Soil Activity

Staff are responsible for administering the soil deposit and removal application process, responding to public complaints, and addressing issues of non-compliance related to unauthorized filling. This includes monitoring permitted soil deposit and removal sites, as well as inspecting properties undergoing soil removal and remediation work to ensure compliance with applicable City bylaws. In December, staff conducted 29 site inspections, contributing to approximately 500 site inspections completed in 2024.

In December 2024, the City’s Consolidated 5 Year Financial Plan (2025-2029) Bylaw No. 10622 was approved by Council. This Bylaw includes the conversion of an existing Temporary Full Time role to a Regular Full Time Soil Bylaw Enforcement Officer position. This position will enhance the City's ability to review soil deposit and removal applications in a timely manner and provide greater capacity to detect and resolve issues of non-compliance within the community.

As of the end of December 2024, there were 25 deposit proposals at various stages of the application process. Staff are monitoring 17 approved sites and are addressing 32 properties currently deemed non-compliant.

Table 3: Regulation of Soil Deposit/Removal Comparison

Applications and Permit Activity	2023 Total	2024 Total
Soil Deposit/Removal Applications Received	10	18
Permits Issued	13	10

Table 4: Soil Bylaw Enforcement Comparison for 2023 and 2024

Enforcement Activity	2023 Total	2024 Total
Non-Compliant Properties brought into Compliance	52	27
Number of Tickets Issued	132	60
Number of Stop Work Orders Issued	25	15
Number of Removal Orders Issued	41	33

Parking Enforcement

For the month of December, staff received 288 calls for service for parking and traffic related concerns, a 7.4 percent increase (268) from the same period last year. Figure 3 highlights parking enforcement calls for service comparison and Table 5 notes total calls for service over several years.

Figure 3: Parking Enforcement Calls for Service Comparison

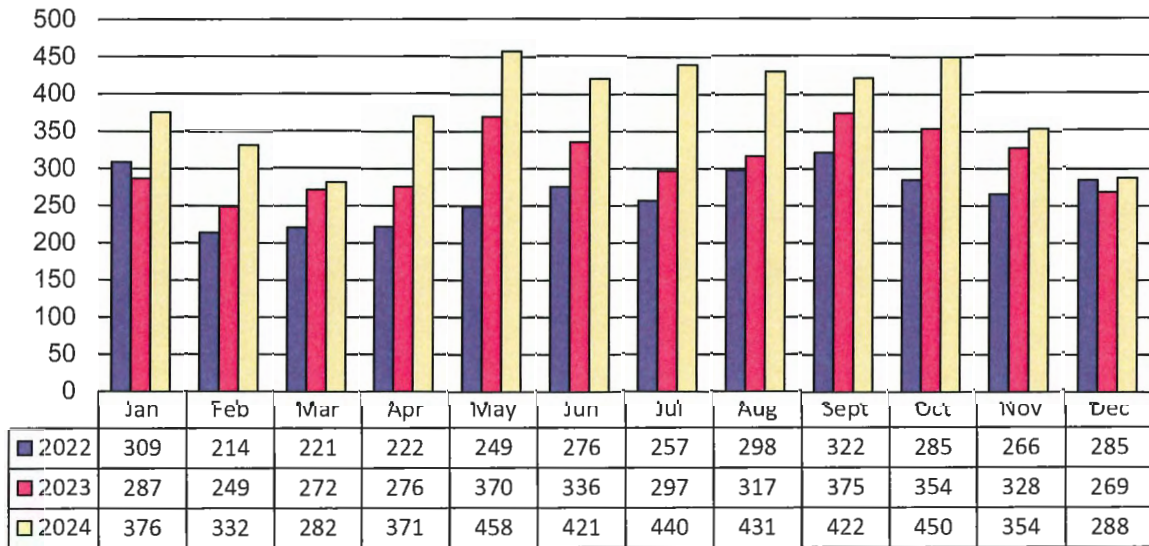


Table 5: Annual Parking and Traffic Related Calls for Service

Calls for Service Type	2022	2023	2024
Parking and Traffic	3,204	3,730	4,625

In 2024, staff experienced an overall 24 percent increase in total calls compared to the previous year. This rise in calls is not limited to any specific geographic area and can be partially attributed to the City's ongoing growth and densification. Included in the annual figures are calls for service related to the new Wharves Regulation Bylaw No. 10182, as well as other traffic related calls such as derelict vehicles or vehicles being used as shelter by potentially unhoused persons.

The majority of parking calls are complaint driven with the exception of school patrols, which in consultation with the Richmond School District, are pre-scheduled a month in advance on a rotational basis, prioritizing locations based on historical activity. Parking officers make every effort to visit each school within the district to establish a presence and focus on education. This approach serves as a reminder for drivers to adjust their habits accordingly. In 2024, officers were able to conduct 278 patrols encompassing 39 schools and issue 1,311 violations.

Table 6 below summarizes the top five parking enforcement calls for service for 2024.

Table 6: Parking Enforcement Calls for Service Type

Parking Enforcement Calls for Service Type	Calls
Safety and Obstruction	2,496
Time Restrictions – 72 Hour	972
Time Restrictions – 3 Hour	356
School Patrol	278
Time Restriction - Unhoused	120

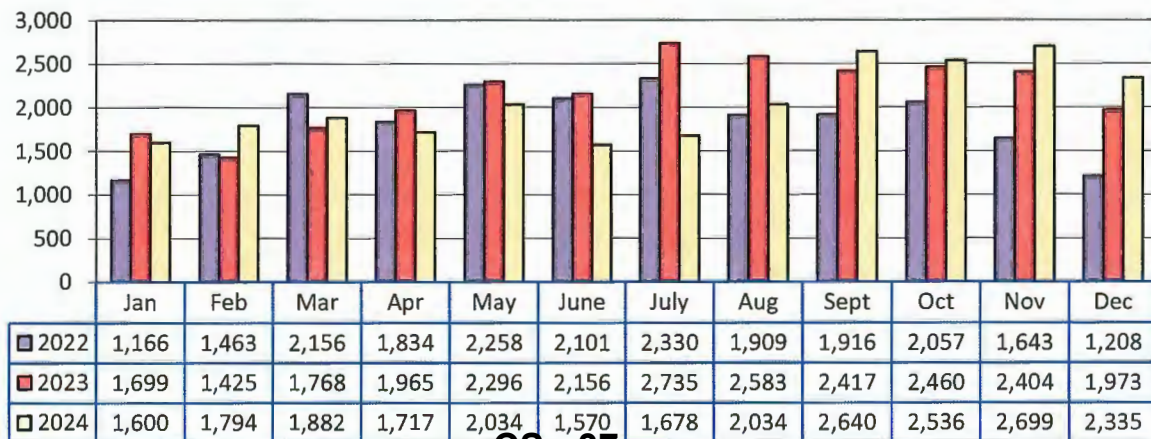
Calls related to safety and obstruction primarily involve parking issues that pose safety risks, such as vehicles parked in no-stopping zones, near fire hydrants, or obstructing roadways and driveways. Calls regarding 72-hour and 3-hour time restrictions are typically from residents reporting unfamiliar vehicles in their neighborhoods.

Meanwhile, calls related to unhoused individuals typical involve reports of recreational vehicles or trailers, parking on City streets for extended periods of time. Proactive patrols by staff, with support from other agencies, aim to connect vulnerable individuals with support services and ensure vehicles or trailers comply with parking rules and regulations. Parking revenue and ticket issuance comparisons are listed in Figures 4 and 5.

Figure 4: Parking Enforcement Revenue Comparison (000's)



Figure 5: Parking Violation Issuance Comparison



Annual, parking enforcement revenue increased by 3.8 percent. This increase in revenue can be attributed to the growing use of parking meters and higher demand for monthly permits within the City Centre, particularly in densifying areas around the Richmond Curling Club and Pearson Way, which contributed positively to pay parking revenue.

Another key factor was the regular deployment of a license plate recognition (LPR) vehicle, which enhanced operational efficiency by enabling greater coverage. However, parking violations decreased between April to August compared to last year, primarily due to the significant increased demand of parking related complaints, which limited the capacity for proactive patrols. However, the hiring of additional auxiliary officers in July helped close this gap and maintain service levels. The annual figures from the past three years are highlighted in Table 7.

Table 7: Parking Enforcement Activity – Annual Figures

Year	Parking Violations	Parking Enforcement Revenue (000's)*
2022	22,041	\$ 1,635
2023	25,881	\$ 1,971
2024	24,519	\$ 2,046

* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Animal Services Highlights

Throughout 2024, key focus areas for staff included the publication of educational materials and awareness campaigns, addressing complaints and inquiries, and verifying the status of dog license accounts in arrears. Additionally, staff managed the BC SPCA contract for sheltering and enforcement services, ensuring accountability for contracted services and working collaboratively to address common complaints as well as unique calls for service. This collaboration has further streamlined and enhanced the delivery of animal welfare and enforcement services within Richmond.

The BC SCPA participated in various community events, outreach initiatives, and collaborations to promote animal welfare, educate the public, and strengthen partnerships.

Some of the highlights this year include:

Community Events

- Tesla Community Event and the Good Co Boardwalk Event to educate the importance of City licencing, microchipping and database updates so lost pets can reunite with their owners.
- Richmond Cherry Blossom Festival (Garry Point) to promote safe pet practices and distribute harnesses and collars.
- Kids’ Safety Event at Richmond Centre with agency partners RCMP and Richmond Fire Department to educate children on how to interact safely with dogs. Topics included

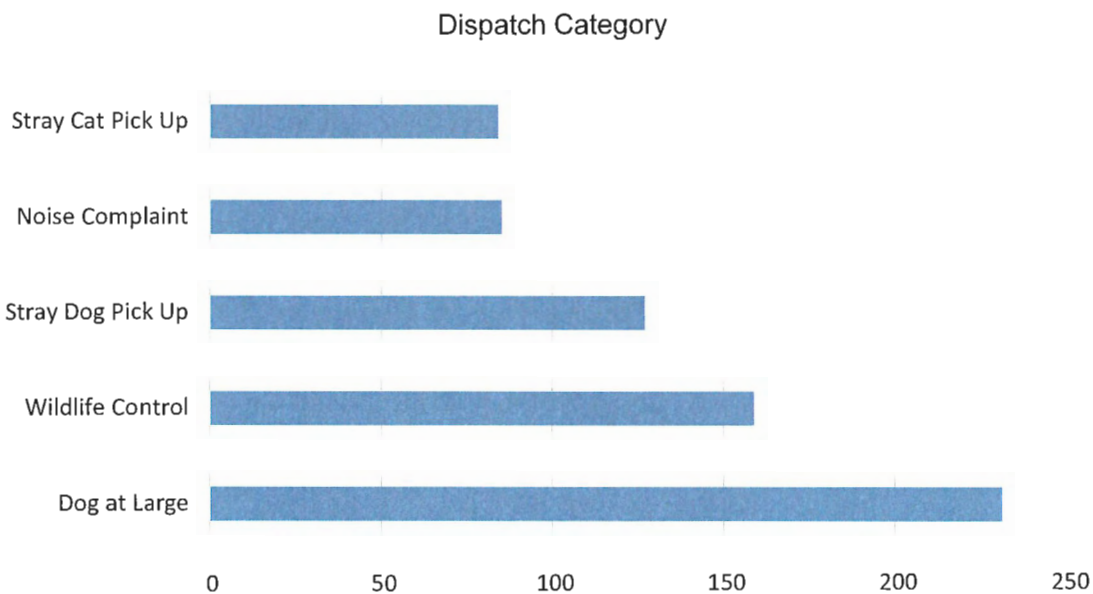
asking a dog owner’s permission before approaching, identify warning signs for anxious dogs, and avoiding close face-to-face contact with dogs.

Enforcement Collaboration and Training

- RCMP Orientation Presentations to provide members with insights into SPCA operations and animal control procedures to foster better relationships.
- Collaborated with RCMP and Bylaw enforcement to actively engage with pet owners experiencing homelessness, providing support, education on responsible pet care, and resources for their pets. This partnership also addressed crossover cases, tackling both bylaw and animal welfare concerns effectively.

In 2024, BC SPCA Officers responded to 1,970 calls for service pertaining to a range of animal control and dog licencing violations. Animal control officers also engaged in a total of 648 park patrols covering numerous parks, dikes and school grounds. In addition to the standard patrol locations of Garry Point, Garden City Park, Steveston, Terra Nova Park and MacNeill Secondary were hotspots accounting for a combined 281 park patrols. Figure 6 below highlights the top five calls for services received for BC SPCA investigation in 2024.

Figure 6: BC SPCA - 2024 Top Five Calls for Service



In 2024, the total number of licensed dogs was 7,833 which is a 3.2 percent increase from last year of 7,590. This figure is in line with the three-year average of 7,661 licenses. As of January 15, 2024, approximately 2,646 dog licences have been renewed which is slightly lower than last year’s number of 3,700. The slower renewal rate can be attributed to the delayed notices being sent out in the mail due to the postal strike in November.

Efforts made in 2024 to address dog licenses that had not been renewed contributed to a decrease in violation incidents during the canvassing seasons from April through October. It is important to note that not all violations result in revenue, as those issued a violation notice for not

possessing a valid license will have the notice changed to a warning if a license is purchased within seven days of receiving the violation. This compliance approach contributes to greater overall compliance when enforcement staff encounter unlicensed dogs in Richmond.

Richmond Animal Shelter Activity

In 2024, the Richmond Animal Shelter facilitated a total of 491 adoptions and 203 redemptions. Officers also responded to and retrieved 458 deceased domestic or wildlife animals within the community. Additionally, the shelter operator provided free emergency boarding for animals affected by local emergencies and distributed pet food and supplies to citizens in need of support.

Administrative Staff Activity

Animal services staff received a total of 2,909 calls from the public in 2024. These calls consisted of a variety of subject matters related to dog licences, bylaw infractions, off leash dogs in parks, adjudication process and general inquiries.

Ticketing

Bylaw ticket issuance by offence type for the month of December and year-to-date are highlighted in Table 8 below.

Table 8: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	December	YTD
Short-Term Rental Offences	0	395
Animal Control Offences	12	224
Soil Deposit and Removal Offences	2	64
Watercourse Protection Offences	0	23
Unightly Premises Offences	7	56
Noise Offences	0	20
Building Regulation Offences	8	63
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	30	114
Watering Offences	0	1
Totals	59	960

Bylaw Adjudication

In 2024, four adjudication sessions were held. A total of 46 violation notices were reviewed by a provincial adjudicator. The disputed violation notices span a range of violation types with the majority related to parking offences. Of the 46 violations notices disputed, 43 were upheld and three parking offences were dismissed.

Revenue and Expenses

Revenue in Property Use primarily comes from permits, tickets, and court fines related to bylaw prosecutions. The actual amount collected each month can vary based on the timing of court rulings and ticket payments. The variance in the 'Other Bylaw Fines' category is attributed to delays in false alarm cost recovery data and a vacant position related to unpermitted construction enforcement, which is expected to be filled in early 2025.

Table 9: Property Use Revenue by Source

Program Revenue	Budget Dec 2024	Actual Dec 2024	YTD Budget Dec 2024	YTD Actual Dec 2024*
Towing Permits	\$848	\$1,122	\$16,700	\$21,118
Newspaper Box Permits	0	0	0	\$1,024
Soil Permit Application and Volume Fees	\$6,251	\$9,745	\$123,100	\$125,662
Other Bylaw Fines	\$17,802	\$1,600	\$313,200	\$139,143
Total Revenue	\$24,901	\$12,467	\$453,000	\$286,947

* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Parking enforcement derives the majority of its revenue from meters, permits, and fines with additional income generated from filming and receivables. Individual revenue types are detailed in Table 10. Overall, total parking revenue closely aligns with the budgeted expectations. This can be attributed to an increase in calls for service, the adoption of new enforcement technologies and strategic staff deployment.

Table 10: Parking Revenue by Source

Program Revenue	Budget Dec 2024	Actual Dec 2024	YTD Budget Dec 2024	YTD Actual Dec 2024*
Contract Revenue ¹	\$5,000	\$5,000	\$60,000	\$60,000
Filming Revenue	0	0	0	\$18,422
Parking Revenue ²	\$176,100	\$173,010	\$2,113,200	\$2,045,844
Receivable Income ³	0	0	\$100,000	\$45,813
Total Revenue	\$181,100	\$178,010	\$2,273,200	\$2,170,079

* Preliminary financial information. Information may change subject to year-end adjustments and audit.

¹ City Towing Contract with Rusty's towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

³ Receivable Income consists of Night Market Recoveries

Table 11 outlines Animal Services Revenue by Source.

Table 11: Animal Services Revenue by Source

Program Revenue	Budget Dec 2024	Actual Dec 2024	YTD Budget Dec 2024	YTD Actual Dec 2024*
Dog Licences	0	0	\$261,200	\$269,060
Fines	\$410	\$525	\$10,200	\$17,575
Total Revenue	\$410	\$525	\$271,400	\$286,635

* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Table 12 outlines the net revenue and expenses for both Property Use, Parking and Animal Services.

Table 12: Property Use, Parking, Animal Services Revenue and Expenses

		YTD Budget December 2024	YTD Actual December 2024*
Property Use	Revenue	\$453,000	\$286,947
	Expenses	\$2,037,970	\$1,304,468
	Net Revenue (Expense)	(\$1,584,970)	(\$1,017,521)
Parking	Revenue	\$2,273,200	\$2,170,079
	Expenses	\$2,091,253	\$1,834,163
	Net Revenue (Expense)	\$181,947	\$335,916
Animal Services	Revenue	\$271,400	\$286,635
	Expenses	\$1,526,253	\$1,311,334
	Net Revenue (Expense)	(\$1,254,853)	(\$1,024,699)

* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Financial Impact

None.

Conclusion

In 2024, staff experienced an increase in calls for service across multiple units while continuing to manage core investigations and enforcement activities. The addition of new staff units expanded capacity for proactive patrols, and upcoming hires are expected to further enhance the ability to respond to community needs.



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



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 13, 2025
From: Jim Wishlove **File** 09-5140-01/2025-Vol
 Fire Chief 0199-Fire
Re: **Richmond Fire-Rescue Monthly Activity Report – December 2024 and Year in Review**

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – December 2024 and Year In Review”, dated January 13, 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 by Richmond Fire-Rescue. In December 2024, and a review overall performance of fire related activities in all of 2024.

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

Emergency Programs

During the month of December, staff engaged in the following activities:

- Facilitated a second table-top exercise for the Emergency Operations Centre (EOC) Activation for Richmond Fire-Rescue (RFR) Senior Management Team and Emergency Programs staff practicing a significant departmental risk.
- Toured Delta Emergency Operations Centre and mobile command trailer. Staff were made contacts and strengthen the existing relationship with a neighbouring municipality for future emergency planning work.

2024 Highlights

During 2024, staff responded to and supported several significant weather-related events including planning, managing and working with internal City departments to support the community and City staff. Staff supported other City business units, including safety and security planning for several large community events, and multiple emergency response operations including supporting residents displaced due to emergency events through the Emergency Support Services program.

Also during 2024, staff launched a training program for internal City departments and external agencies to support onboarding and implementation of the Incident Command System and other emergency response principles to support interagency coordination and streamline the emergency response process with support of an Emergency Operations Centre. Staff continue to develop and expand this program to further enhance our ability to respond and recover from emergency events.

RFR Public Outreach & Education

During the month of December, staff engaged in the following activities:

- Hosted the annual lighting of Fire Hall No. 5 with the community of Hamilton, ~200 attendees.
- Attended the Santa Claus Parade for the Steveston Community.
- Additionally, staff continued with life safety educational social media videos and posts, including, Remembrance Day, Toy Drive and upcoming holiday life safety messaging.

2024 Highlights

During 2024, RFR successfully recruited, selected, trained and deployed twelve firefighters by quarter three. These firefighters were replacement firefighters as a result of typical attrition and are actively serving in the emergency response teams.

In March 2024, RFR had a decommissioned front line vehicle custom wrapped, in order to differentiate it from in-service apparatus, for the purpose of attending public events. The vehicle, nicknamed “The Big Rig”, is currently used at all public events, and attends school visits as part of the Online Education Program. The Big Rig has successfully mitigated crew overtime for these events and also avoided having an active response vehicle being called away during a public event.

The Big Rig attended the following events:

- 54 events for classes that completed the online fire safety education
- 39 Public and Community Events
- 48 Education visits (adult, special interest groups)

In Spring 2024, the RFR Online Education Program was expanded to include a grade two/three curriculum. The innovative learning experience is available to all teachers in Richmond, including both public and private schools, and provides a fun and engaging way to share fire and life safety education online in a classroom setting. To-date, RFR has supported the fire & life safety education of over 3,200 school-aged children in the City creating a much safer and lower risk profile for school age children and their families.

In June 2024, RFR hosted a “Day in the Life of a Firefighter” experience, which was auctioned as part of a Pacific Autism Family Network fundraiser. The experience involved seven participants being outfitted and in firefighting gear, and trying a variety of firefighting tasks, including raising ladders, forcible entry, deploying hose lines and spraying water, taking a hydrant, and entering the live burn building.

Throughout the year, RFR staff attended many large community events, estimated to reach over 35,000 attendees, thereby increasing the preparedness and fire & life-safety resilience of our community.

- Doors Open Richmond at Brighthouse Fire Hall 1, ~5,200 attendees.
- Burkeville Daze, ~1,000 attendees.
- Thompson Community Picnic, ~1,000 attendees.
- Salmon Festival on Canada Day, ~4,000 attendees.
- Maritime Festival, ~6,000 attendees.
- Public Works Open House, ~3,700 attendees.
- Santa Parade, ~1,000 attendees.

In October 2024, RFR's Public Education team was recognized by the Ontario Association of Fire Educations (OAFE) and invited to speak as keynote speakers at their 2024 Public Education Fall Conference. This showcases the industry leadership demonstrated by the RFR Outreach team across Canada, and the successes of their programming.

Internal Staff Training

In December 2024, staff organized in-house training events including; Fire Leadership, Auto Extrication and ongoing firefighter recruit training, evaluations and exams.

2024 Highlights

In September of 2022, the B.C Government announced Ministerial Order No. M292 amending the Emergency Medical Assistants Regulation [BC Reg. 210/2010] to adopt revised additions with final changes approved in late 2023. RFR staff immediately began the process of planning and implementing training sessions for in-house instructors and response personnel. This approach ensured the education and training met the community-specific and high standard of training expected in RFR, integrated sustainment and maintenance programs for clinical practice while also providing the most cost effective education model. Training was completed in 2024 with additional increased RFR clinical skills in-place to serve our community. The inclusion of these life-saving and patient management protocols will increase the intervention capacity of all RFR First Responder medical personnel while on-scene assisting members of the Community.

Emergency Response

One of the City's emergency response goals is to arrive on-scene, in time and with enough resources to contain a fire to the room of origin. The room of origin standard is especially important in terms of preventing further fire loss and damage, which can be reduced when a fire is contained to the room of origin. Meeting this standard also assists in mitigating loss of life, reduction of property damage and protection of the environment.

In December 2024, there were 1,156 reported incidents of all types, representing an overall increase of 5 per cent in incidents between December 2023 and December 2024 (Table 2).

Table 1: Total Incidents - December 2024					
	Incident Totals December (2024)	Incident Totals December (2023)	Number Change from December 2023 to 2024	Percentage Change from December 2023 to 2024	5 Year Average for December
Active Alarm	205	167	+38	+23	204
Explosion	0	0	0	0	0
Fire	34	37	-3	-8	33
Hazardous Materials	5	9	-4	-44	9
Medical	581	585	-4	-1	510
Motor Vehicle Incident	97	97	0	0	89
Public Hazard	10	8	+2	+25	8
Public Service	112	117	-5	-4	106
Response Cancelled/Unfounded	105	77	+28	+36	68
Specialized Transport	7	3	+4	+133	4
Technical Rescue	0	1	-1	-100	0
Total	1,156	1,101	+55	+5	1,031

The average time on scene in December 2024 for emergency response crews was 29 minutes per event, which is lower than the number recorded in December 2023: 31 minutes. The time spent on scene can vary due to the nature and severity of each incident.

In December 2024, there were 34 fire incidents reported to the Office of the Fire Commissioner. This is lower than the number reported in December 2023. The average number of fires reported each December over the last five years is 33.

Fire damage and property losses during December 2024 is estimated at \$97,450. The total building/asset and content value at risk is estimated to be \$43,864,570 and the total value preserved from damage was \$43,767,120. These numbers translate to 99 per cent of value protected (Table 3), which is the same as the value observed in 2023.

Incident Type Breakdown	Incident Volume	Estimated Building/ Asset Value (\$)	Estimated Building/ Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	2	70,000	-	48,450	-	118,450
Residential: Multi family	1	35,000	-	24,450	-	59,450
Commercial / Industrial	5	25,719,456	79,725	17,946,494	2,005	43,584,220
Outdoor	25	10,720	5,720	-	-	5,000
Vehicle/Vessel	1	10,000	10,000	-	-	-
Totals*	34	25,845,176	95,445	18,019,394	2,005	43,767,120

* 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.

Significant Events

Emergency response crews minimized harm, limited damage and stopped fire spread from the place of origin and performed life-saving interventions in these notable December 2024 incidents:

- December 30, 2024 – Structure Fire on Alderbridge Way.** RFR Emergency crews responded to reports of a fire on the third floor of a structure. On arrival the fire had been extinguished by the sprinkler system. The items burning has resulted in a lot of smoke being present and crews began working on ventilating and water flow damage. There were two reported patients with burns and possible inhalation. Of the twenty plus residents, none required offsite support and were able to be accommodated onsite in unaffected units. There were no additional reports of injury to the public or RFR personnel. A Fire Investigator attended.

2024 Highlights

During 2024, RFR was successful in obtaining a \$100,000 Community Resiliency Investment Program [2023 FireSmart Community Funding & Supports] grant from the Province, administered by the Union of BC Municipalities (UBCM). This funding supports the initial development of a City of Richmond FireSmart program to educate our City staff as well as funds a comprehensive risk assessment of all eligible wildland urban interface (WUI) within municipal boundaries of Richmond. This grant funding supports the development of a Community Wildfire Resiliency Plan (CWRP), which acts as a roadmap for the municipality to identify, assess, and mitigate wildfire risks within the community.

Richmond is one of the largest urban municipalities in the Province accessing this type of grant funding for a risk-based prevention to identify evidence based priorities for the City in its approach to mitigating wildfires.

RFR piloted the High Alert Automated Systems (HAAS), a tool which broadcasts the movement and attendance of RFR emergency vehicles while on the roadways to civilian vehicles with smart technology. This tool allows drivers to be notified of RFR emergency response vehicles near them, and allow them to either avoid the potential conflict or use a different roadway around the incident. This aims to dramatically reduce the potential of collisions for community members when there is an emergency occurring in any given area. The HAAS alert went live in October 2024 and is installed in all RFR emergency response vehicles.

The HAAS alert system has reported the following drivers altered from October 2024 to December 2024:

- October = 3,740
- November = 5,182
- December = 6,976

Financial Impact

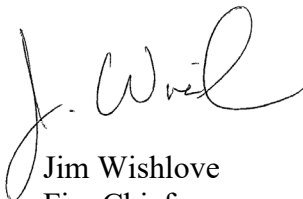
None.

Conclusion

Throughout 2024, the City continued to experience normalized levels of service for medical event types. RFR continues to improve the capacity and response capability to prioritize higher acuity calls for service, and trialling a risk-based approach with the E-Comm Calls Priority Re-assignment Pilot, to having the closest resources redeployed to specific event types.

During 2024, a continued driver of the change in volumes for incidents was significant weather-related events. RFR crews worked with internal City partners during heat, flooding and atmospheric river events during 2024.

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)

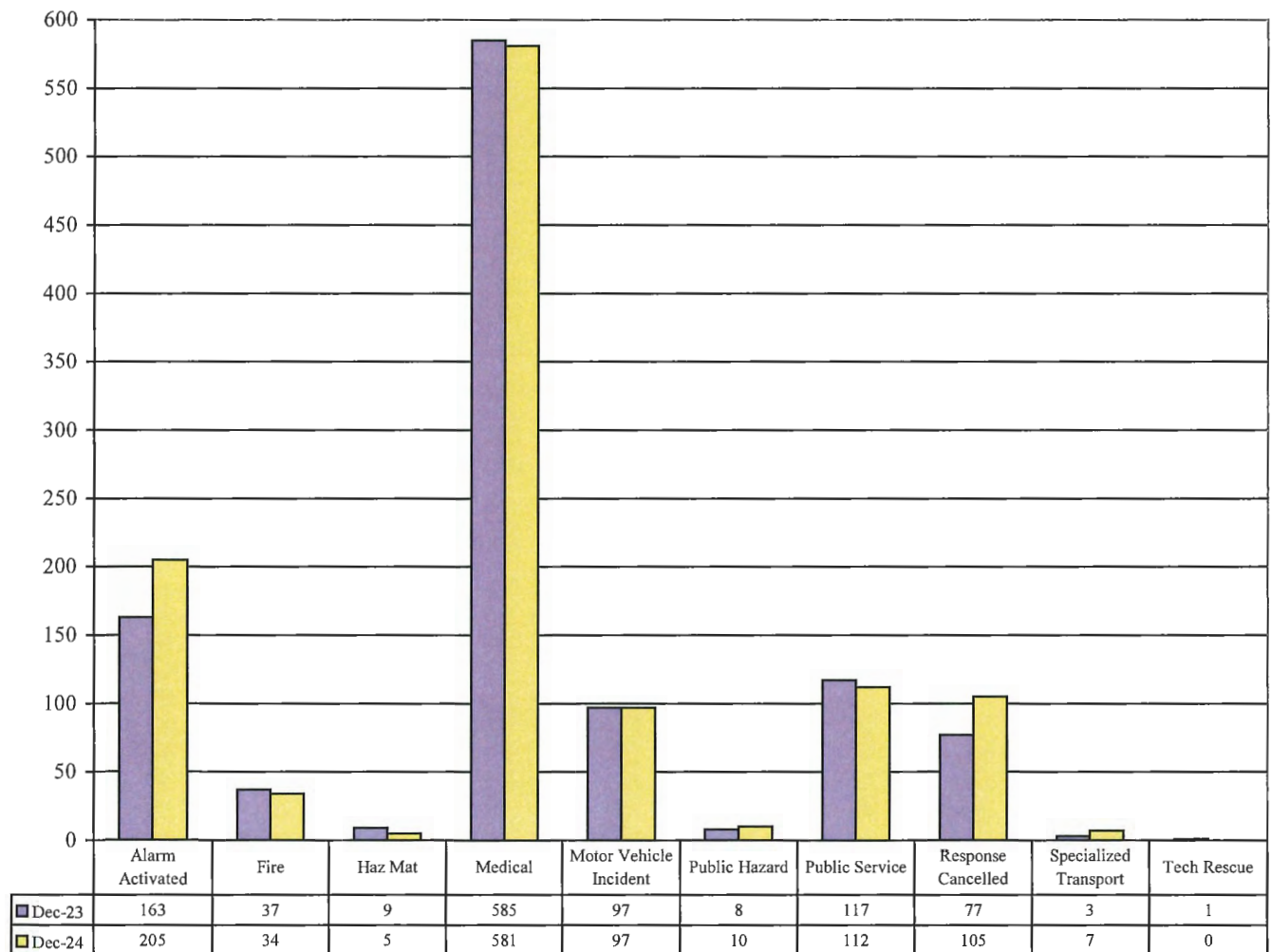
Att. 1: Emergency Response Activity for December 2024 and Year In Review.

Emergency Response Activity for December 2024

Incident Volumes

The following chart provides a month-to-month comparison regarding incidents occurring in December 2023 and 2024. In December 2024, there were 1,156 total incidents, compared to 1,101 in December 2023. This represents an overall increase of 5 per cent between last year and 2024.

Table 3: December 2023 & December 2024 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 50 per cent of the total emergency responses for RFR during the month of December 2024. A detailed breakdown of the medical incidents for December 2023 and 2024 is set out in the following table by sub-type. There were 581 medical incidents in December 2024 compared to 585 in December 2023, a decrease of 1 per cent.

Table 4a: December 2023 & December 2024 Medical Calls by Type

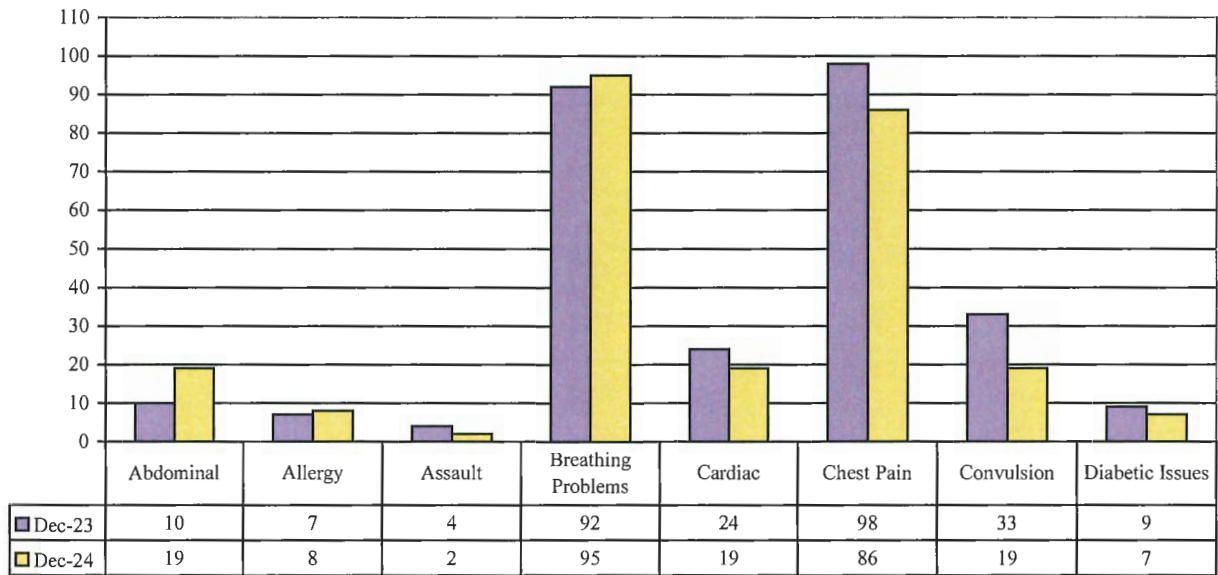
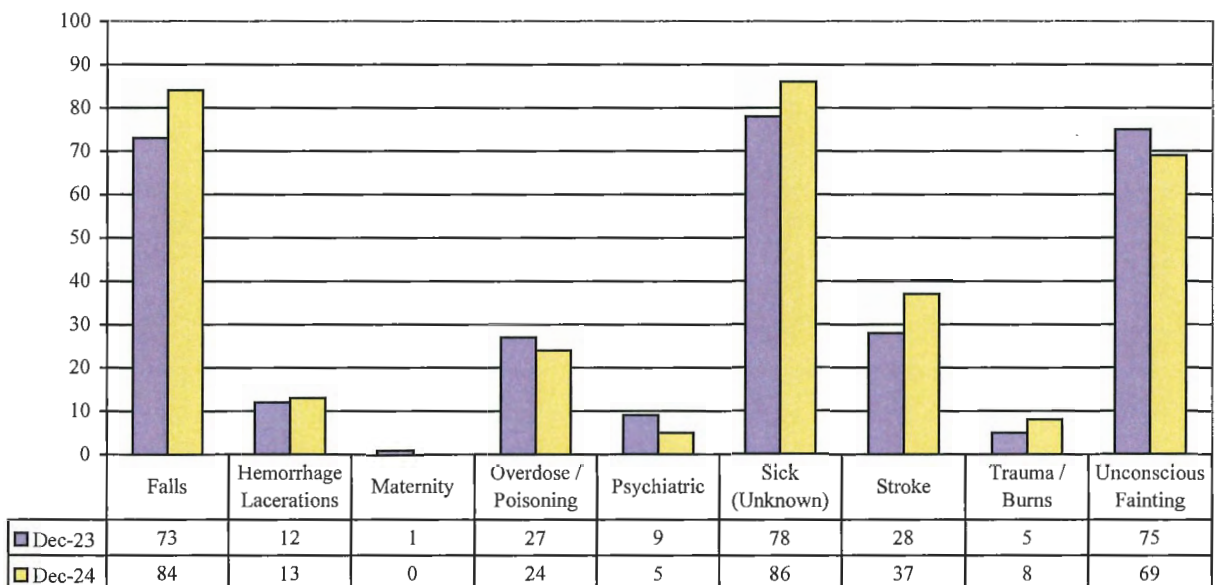


Table 4b: December 2023 & December 2024 Medical Calls by Type



The following chart provides the overdose/poisoning incident volume breakdown for December 2024. During December 2024, RFR staff administered Naloxone to one patient.

Table 4c: Overdose / Poisoning Incidents By Type – December 2024	
Opioid overdose incidents that RFR attended located in an OUTDOOR environment.	6
Opioid overdose incidents that RFR attended located in an INDOOR environment.	0
All other OD / Poisoning Incidents	18
Totals	24

Fire Investigations

The fire investigation statistics for December 2024 are listed below:

Table 5: Total Fire Investigation Statistics – December 2024			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	2	-
Residential - Multi-family	-	1	-
Commercial/Industrial	1	2	2
Outdoor	18	5	2
Vehicle	-	-	1
Totals	19	10	5

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

Hazardous Materials

Table 6: Hazardous Materials Incidents By Type – December 2024	
	Details
Flammable / Combustible Liquids	1
Gasses (Natural / Propane)	4
Totals	5

The following charts provide total incident volumes for fires and medical incidents on a year-to-year comparison in December from 2015 to 2024.

Table 7a: Total Fire Calls for Service in December from 2015 to 2024

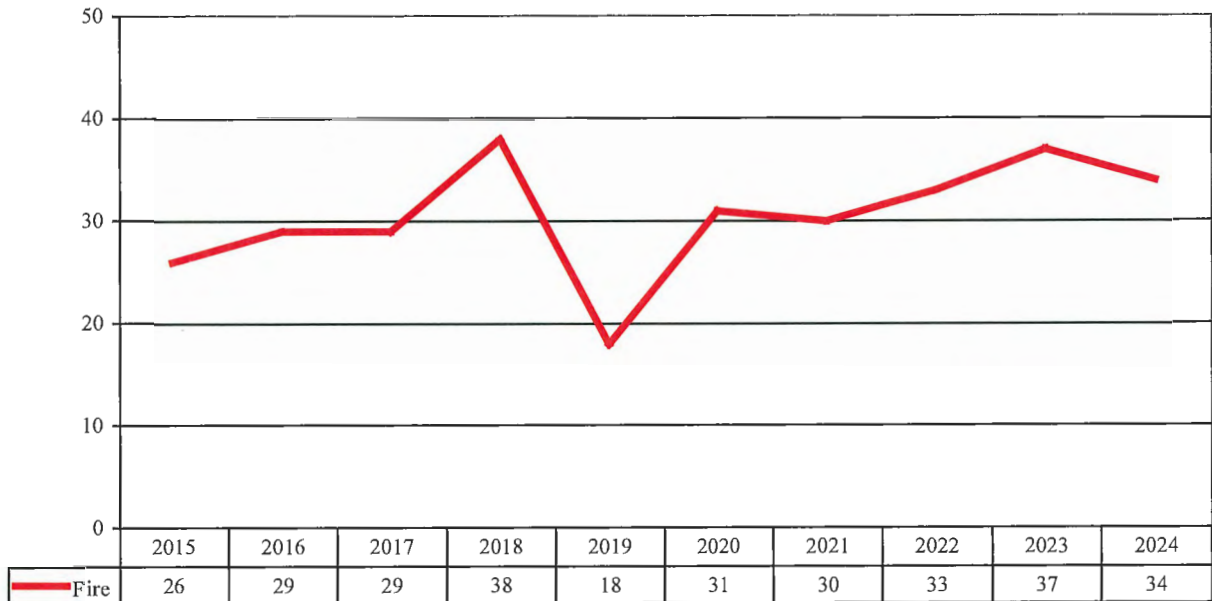
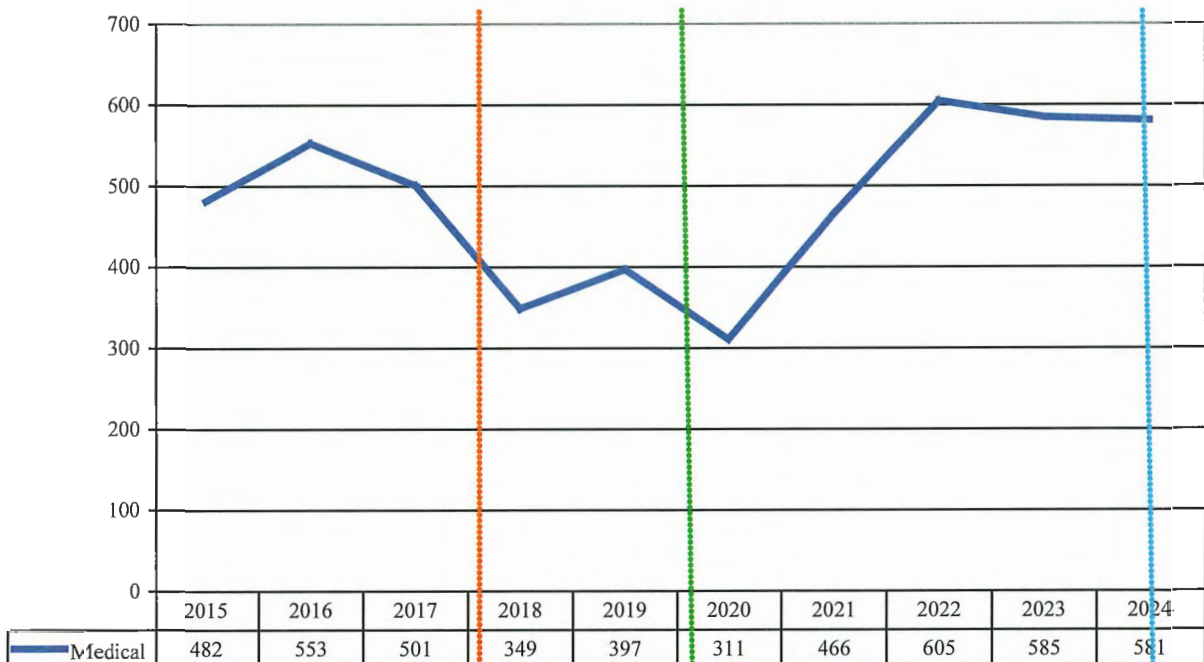


Table 7b: Total Medical Calls for Service in December from 2015 to 2024



Changes to BC Emergency Health Services Clinical Response Model dispatch system (2017-2018)
7920874

Start of COVID-19 Pandemic

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

Year in Review

2024 Highlights

During 2024, staff responded to and supported several significant weather-related events including planning, managing and working with internal City departments to support the community and City staff during the summer heat dome and other heat-related, poor air quality and flooding events. By supporting these events and participating fully during deployments, staff brought their knowledge, skills, experience and support capacity to the various agencies who were managing events at the time.

Staff continue to cultivate proactive and supportive relationships with operators of Supportive Housing sites in Richmond. Through close collaboration with both internal City staff and external Emergency response services, our staff proactively engages in problem-solving to foster relationships and enhance the efficient management of response operations. This supports RFR in responding effectively and builds on positive relationships in the community.

Through the City’s multi-stakeholder Mitchell Island Task Force staff expanded its Fire and Emergency Hazard Reduction Program to increase prevention activities, mitigate fire emergencies, reduce public safety concerns and enhance environmental protections in the industrial area. As a result, a number of properties on Mitchell Island became more compliant with City standards and fire and best practices, showing a reduction of fires by 90%.

Freedom of Information Requests

In 2024, Richmond Fire-Rescue received 60 Freedom of Information requests. This is a reduction in the number of requests received in 2023. On average, Richmond Fire-Rescue receives 53 per cent of all Freedom of Information requests received by the City.

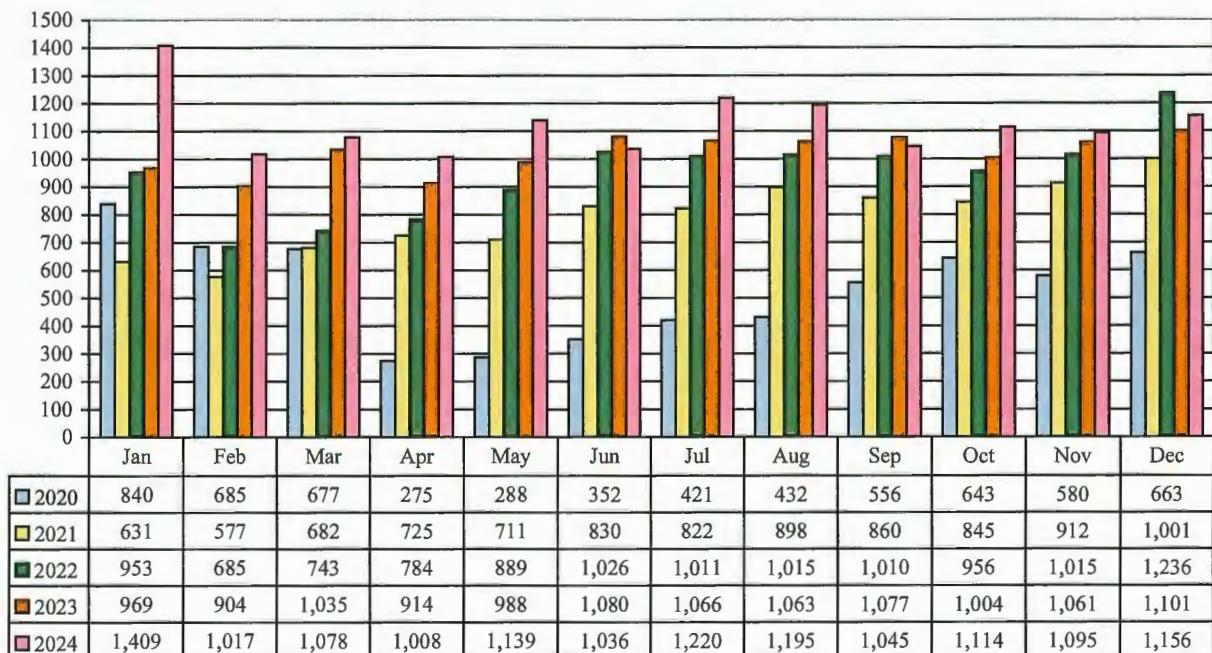
Table 8: Freedom of Information Requests for 2023 & 2024	
2023	2024
72	60

Incident Year to Year Comparisons

The following charts provide incident types totals on a year over year comparison for 2023 and 2024 and the total incident volumes on a month to month comparison occurring from 2020 to 2024, showing the impact of the pandemic on call volumes during 2020 and 2021. In 2024, there continued to be a return back to pre-pandemic levels of service for medical event types and ultimately higher responses to medical calls.

	Incident Type Totals (2024)	Incident Type Totals (2023)	Number Change From (2023 to 2024)	Percentage Change from (2023 to 2024)	5 Year Averages
Alarm Active - No Fire	1,965	2,308	+343	+17	1,897
Explosion	5	6	+1	+20	4
Fire	545	477	-68	-12	481
Hazardous Materials	84	118	+34	+40	97
Medical	6,523	7,016	+493	+8	5,248
Motor Vehicle Incident	980	1,075	+95	+10	917
Public Hazard	101	132	+31	+31	113
Public Service	1,087	1,302	+215	+20	1,072
Response Cancelled/Unfounded	934	1,023	+89	+10	736
Specialized Transport	34	49	+15	+44	32
Technical Rescue	4	6	+2	+50	4
Total	12,262	13,512	+1,250	+10	10,601

Table 9b: Total Incident Call Volumes by Month from 2020 to 2024



The following charts provides the fire, medical and motor vehicle incident volume comparisons, per month in 2024.

Table 9c: Total Fire Calls for Service by Month in 2024

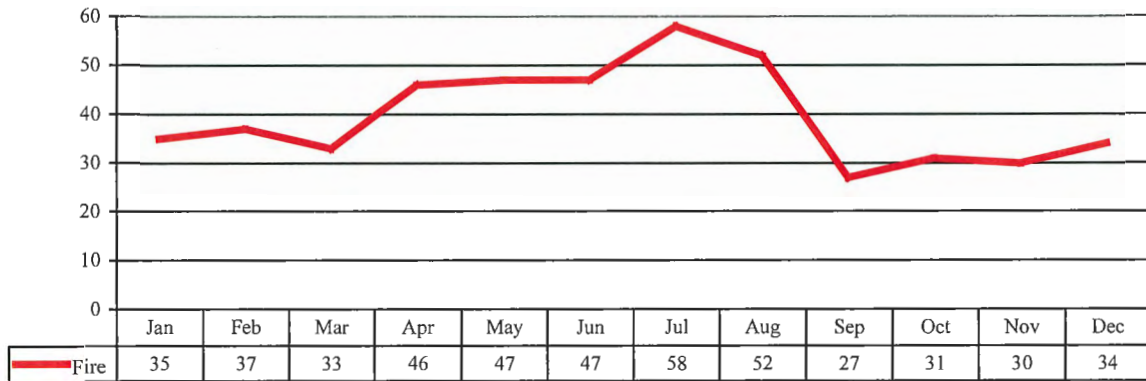


Table 9d: Total Medical Calls for Service by Month in 2024

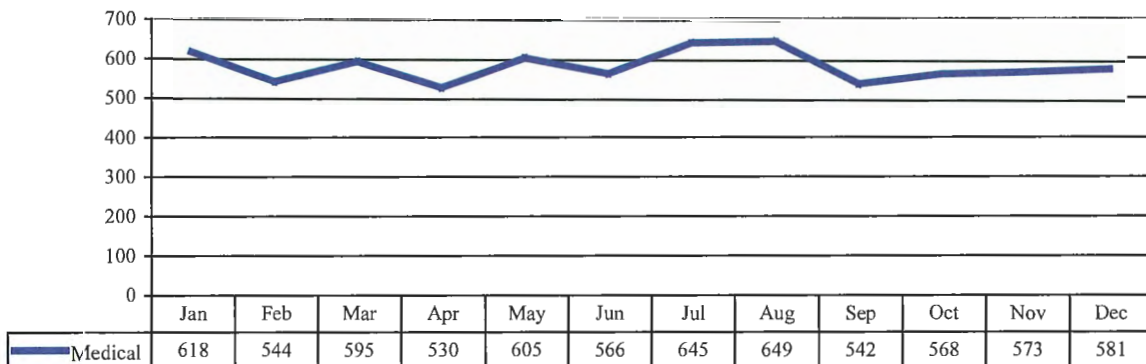


Table 9e: Total Motor Vehicle Incident (MVI) Calls for Service by Month in 2024

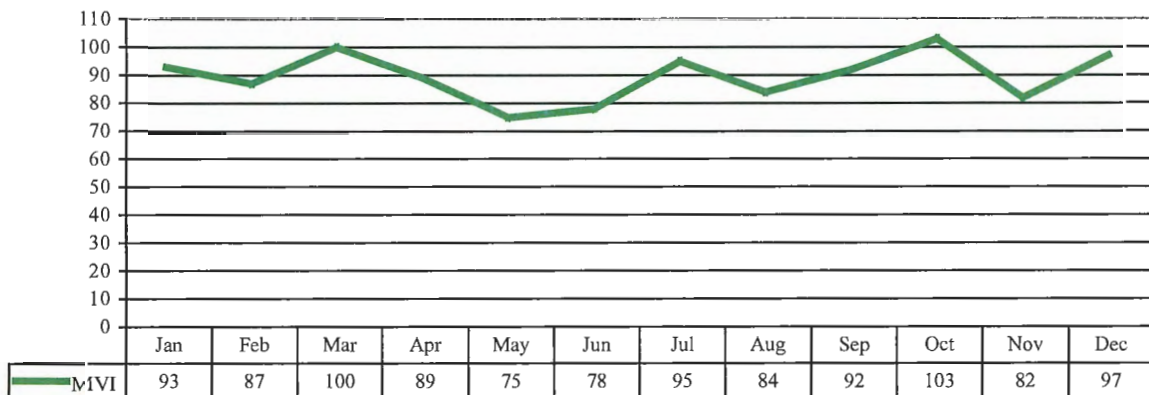
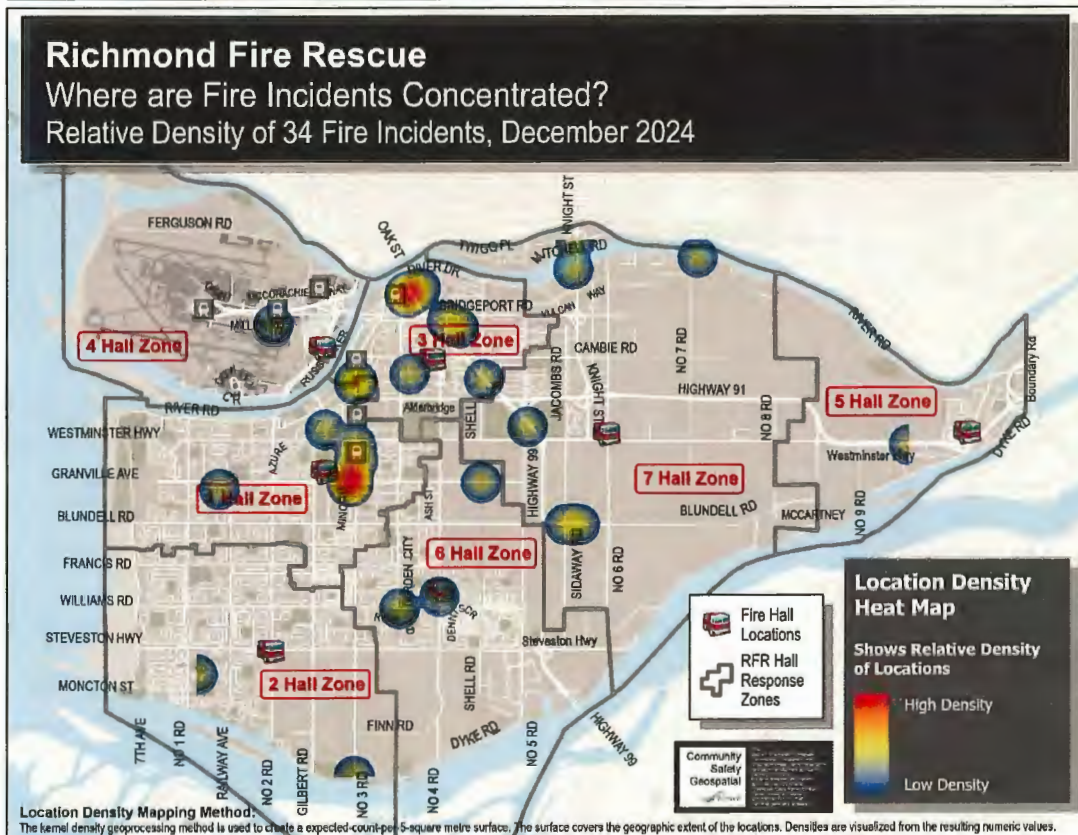


Figure 1: Location of reportable fire incidents attended in December 2024 (total 34)



7920874

Figure 2: Location of reportable medical incidents attended in December 2024 (total 581)

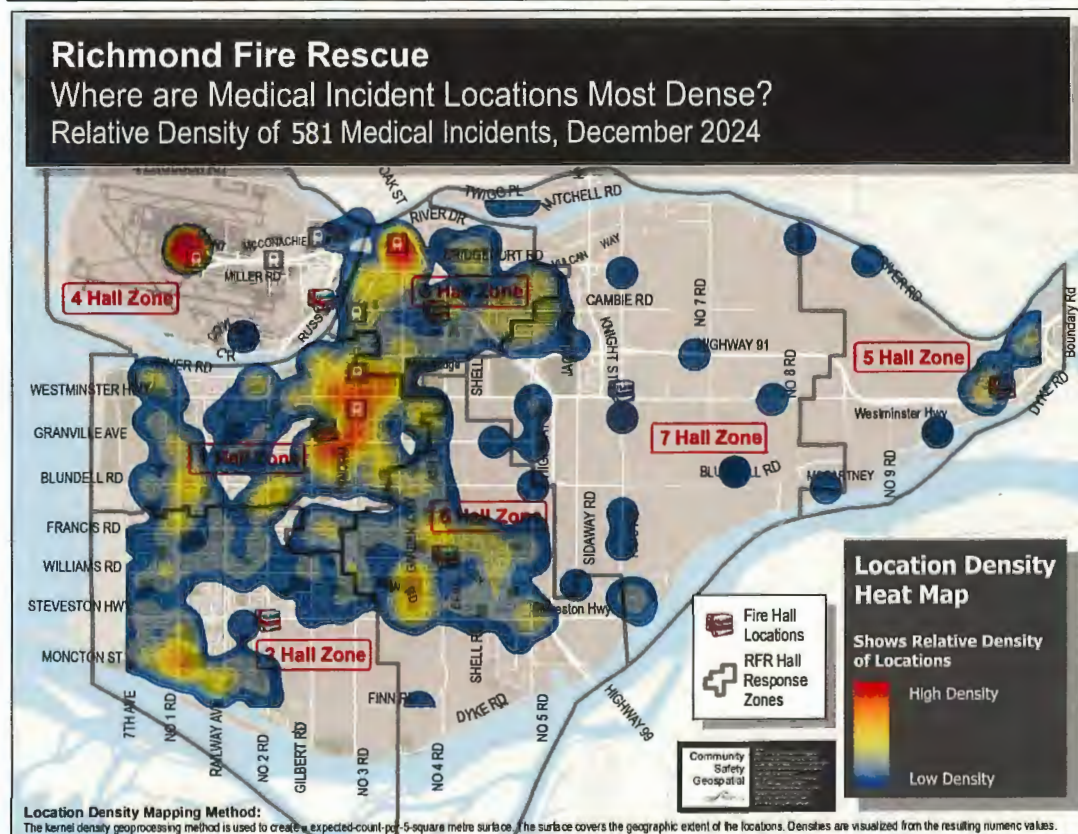
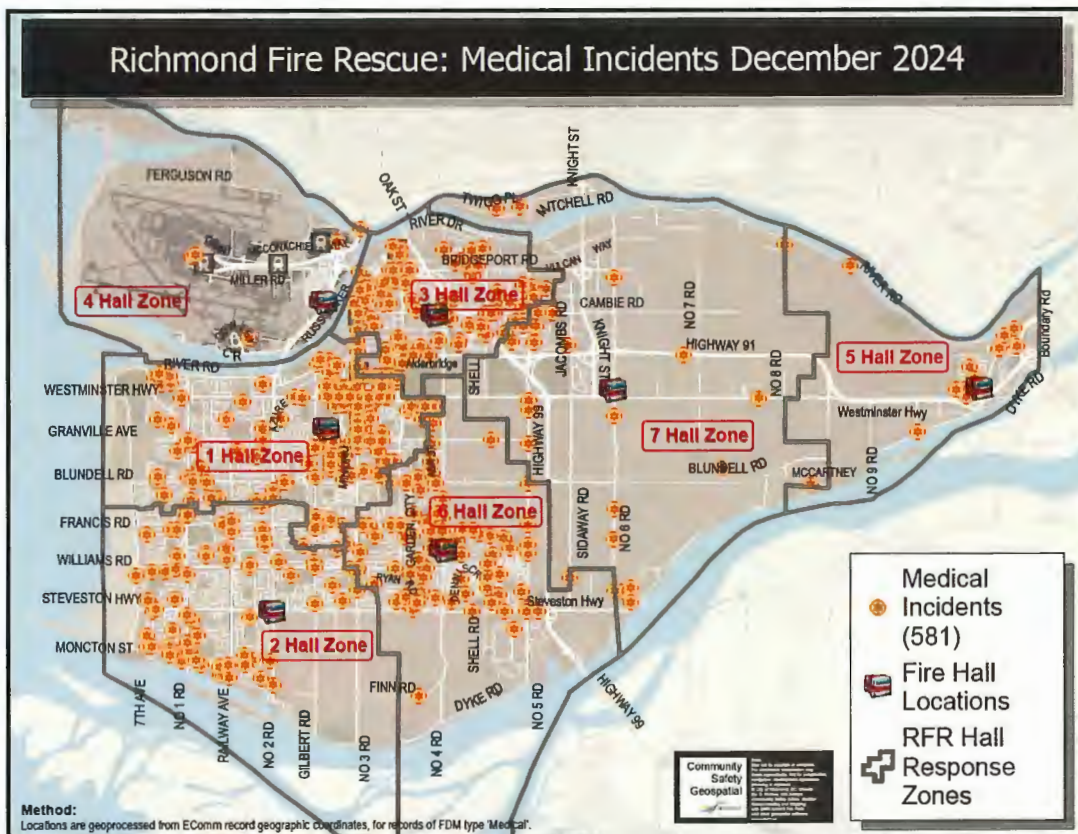
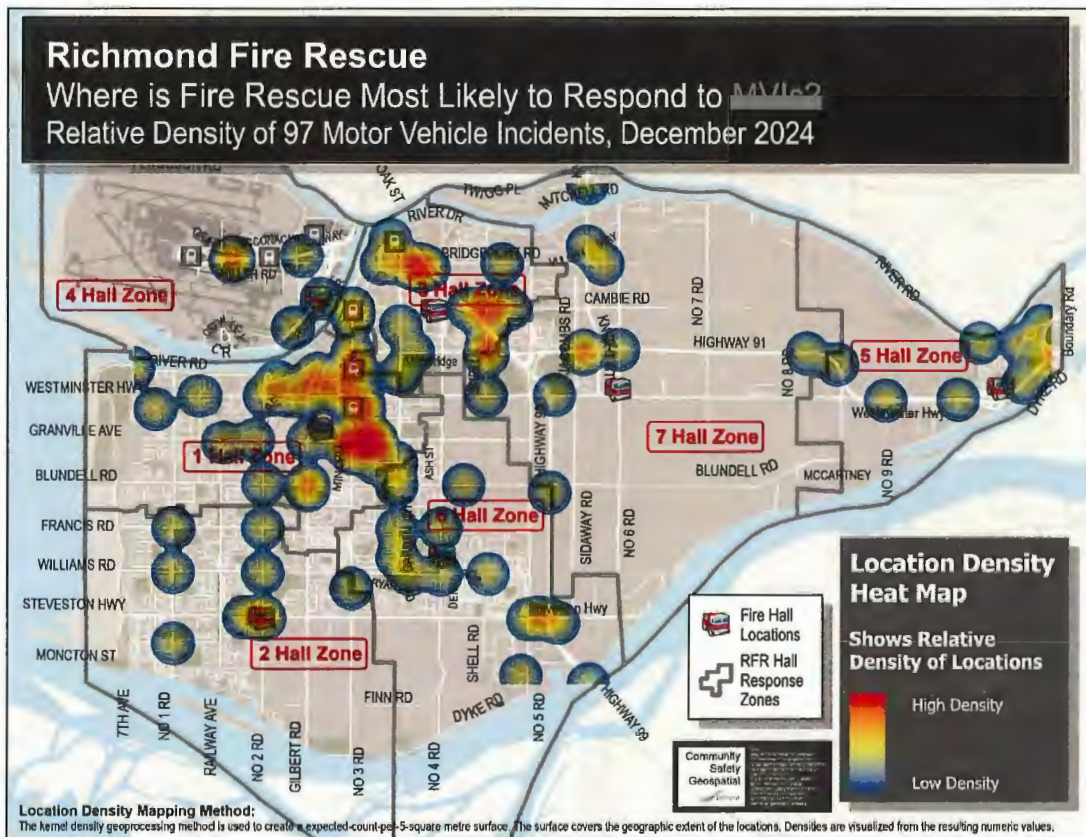
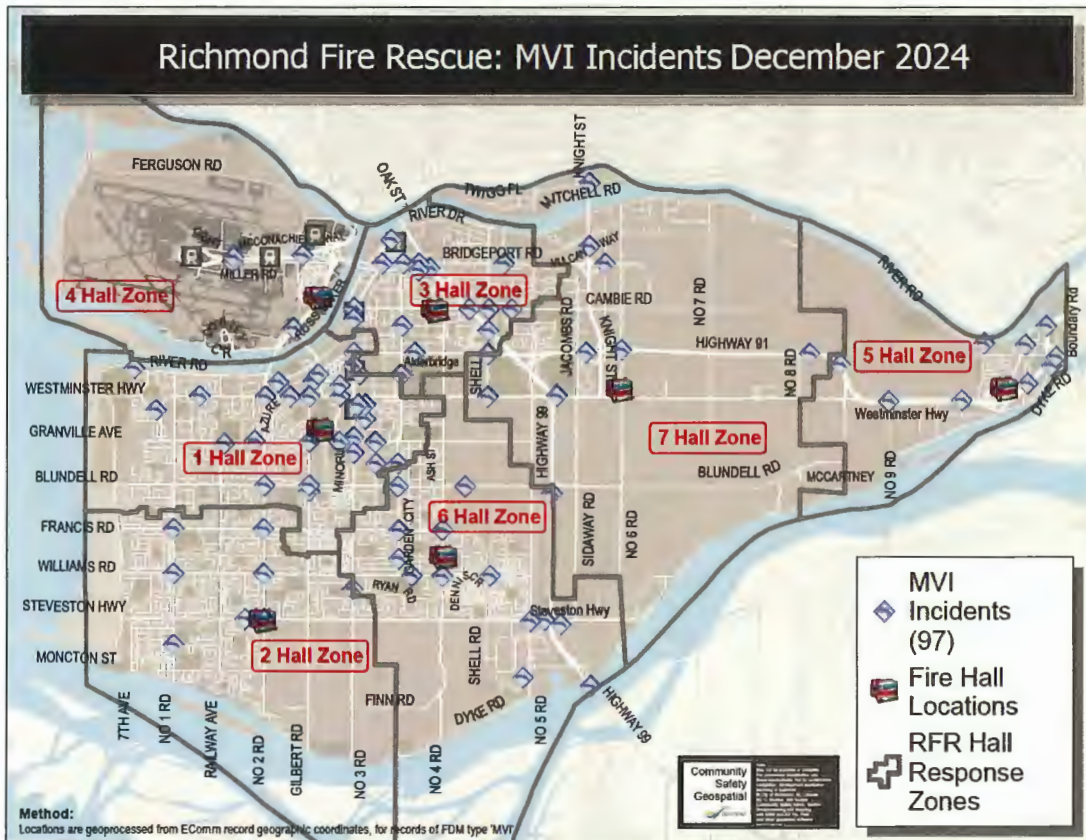


Figure 3: Location of reportable motor vehicle incidents (MVIs) attended in December 2024 (total 97)



7920874

Figure 4: Location of reportable overdose / poisoning incidents attended in December 2024 (total 24)

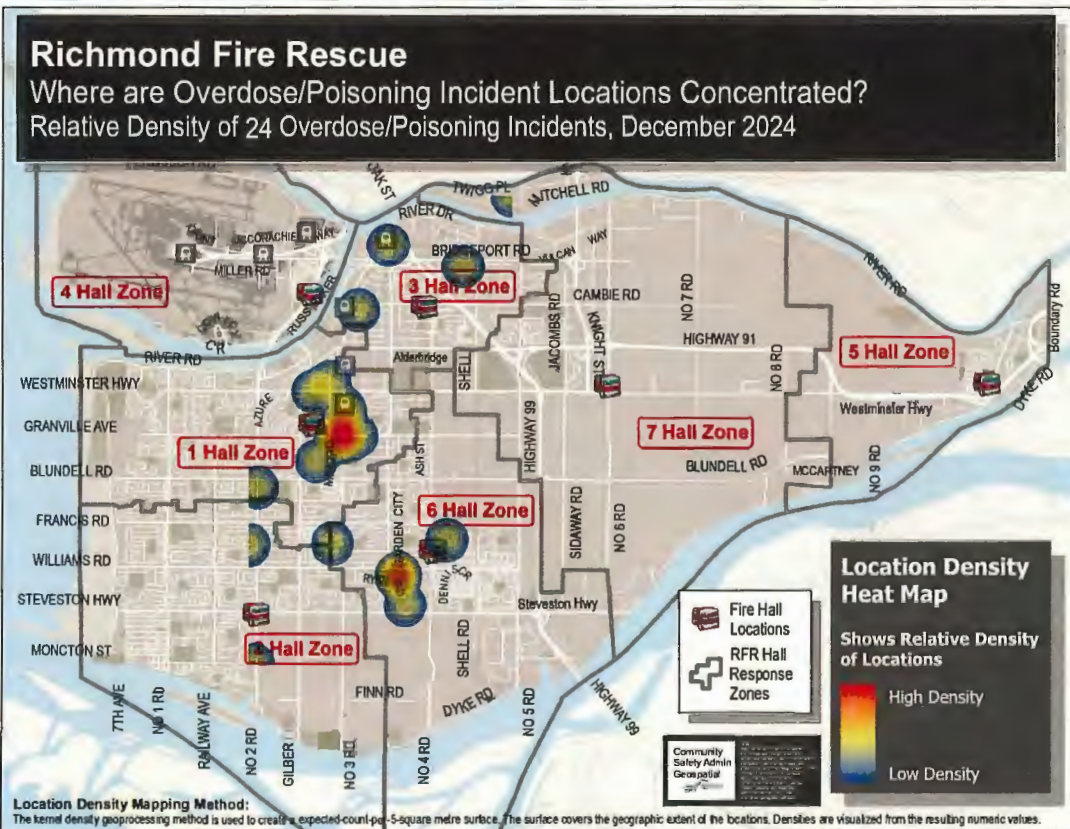
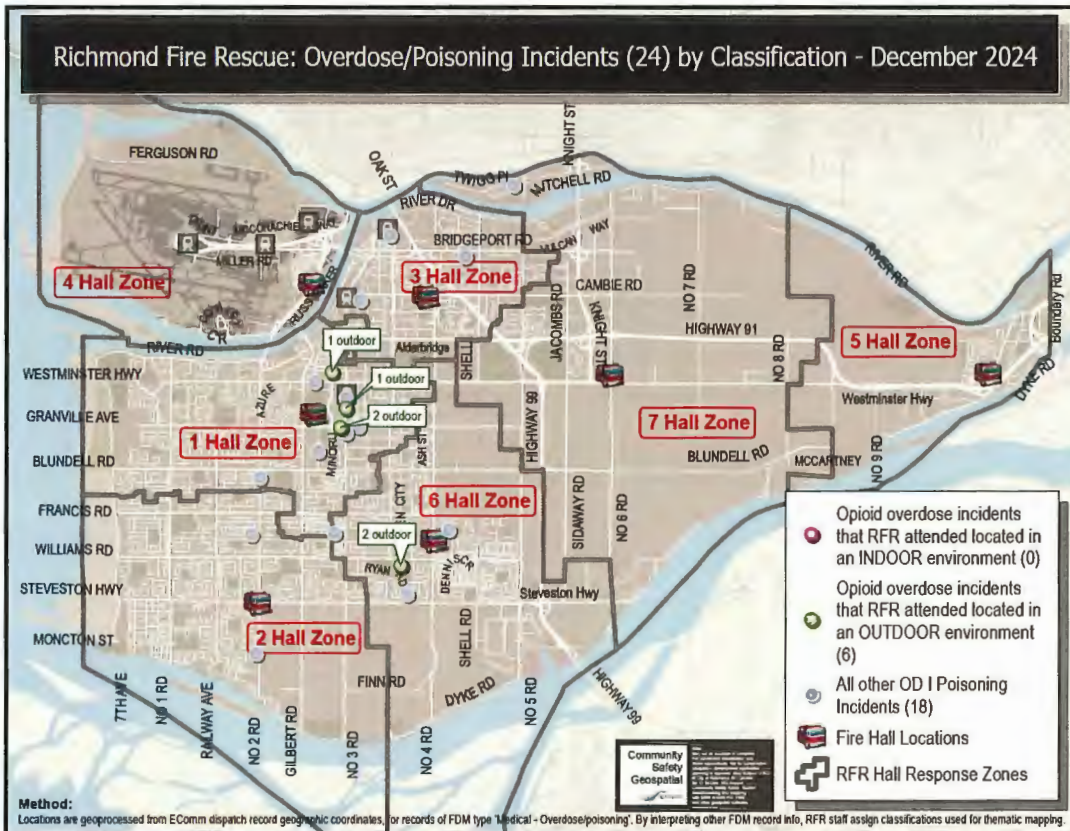


Figure 5: Location of reportable fire incidents attended in 2024 (total 477)

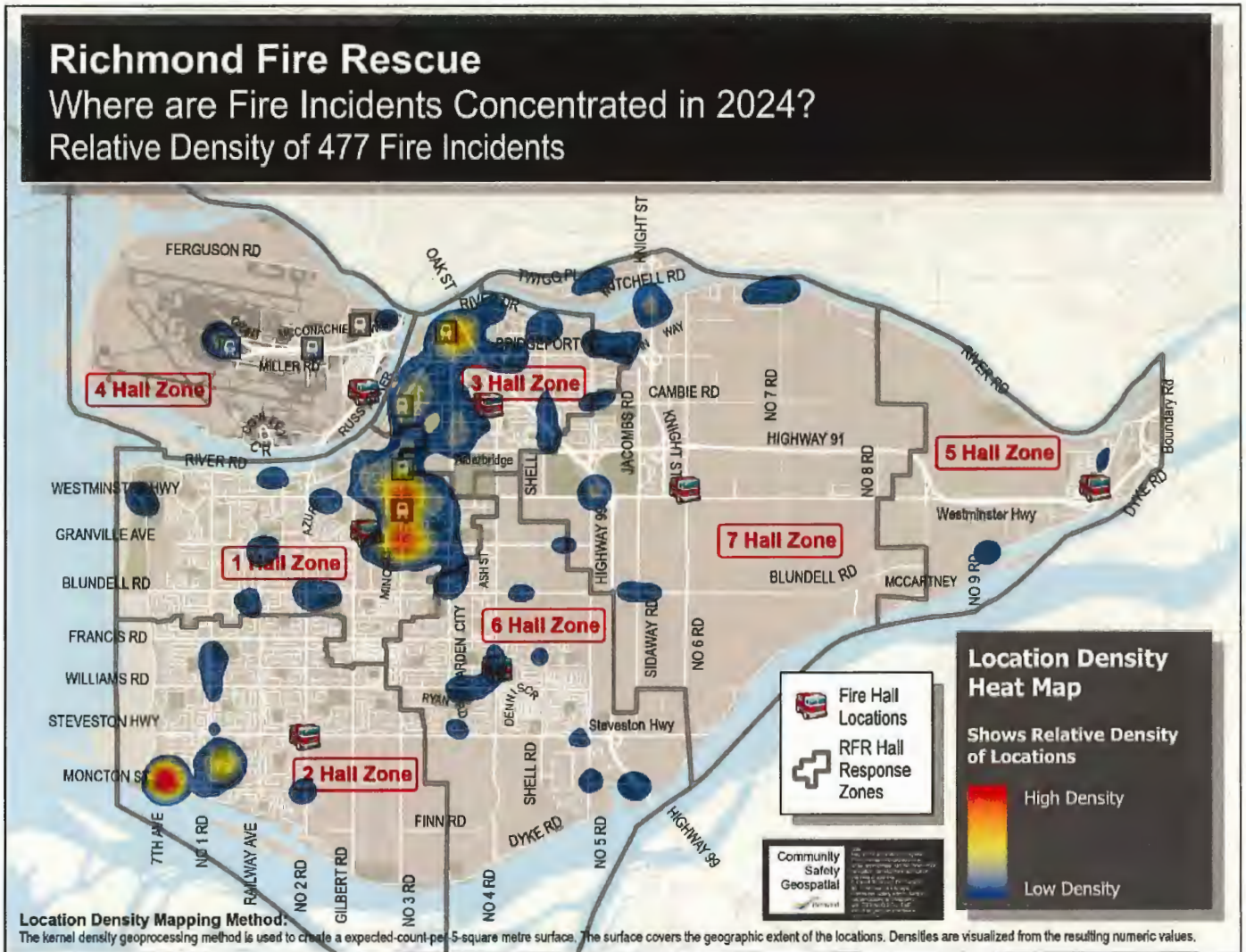


Figure 6: Location of reportable medical incidents attended in 2024 (total 7,016)

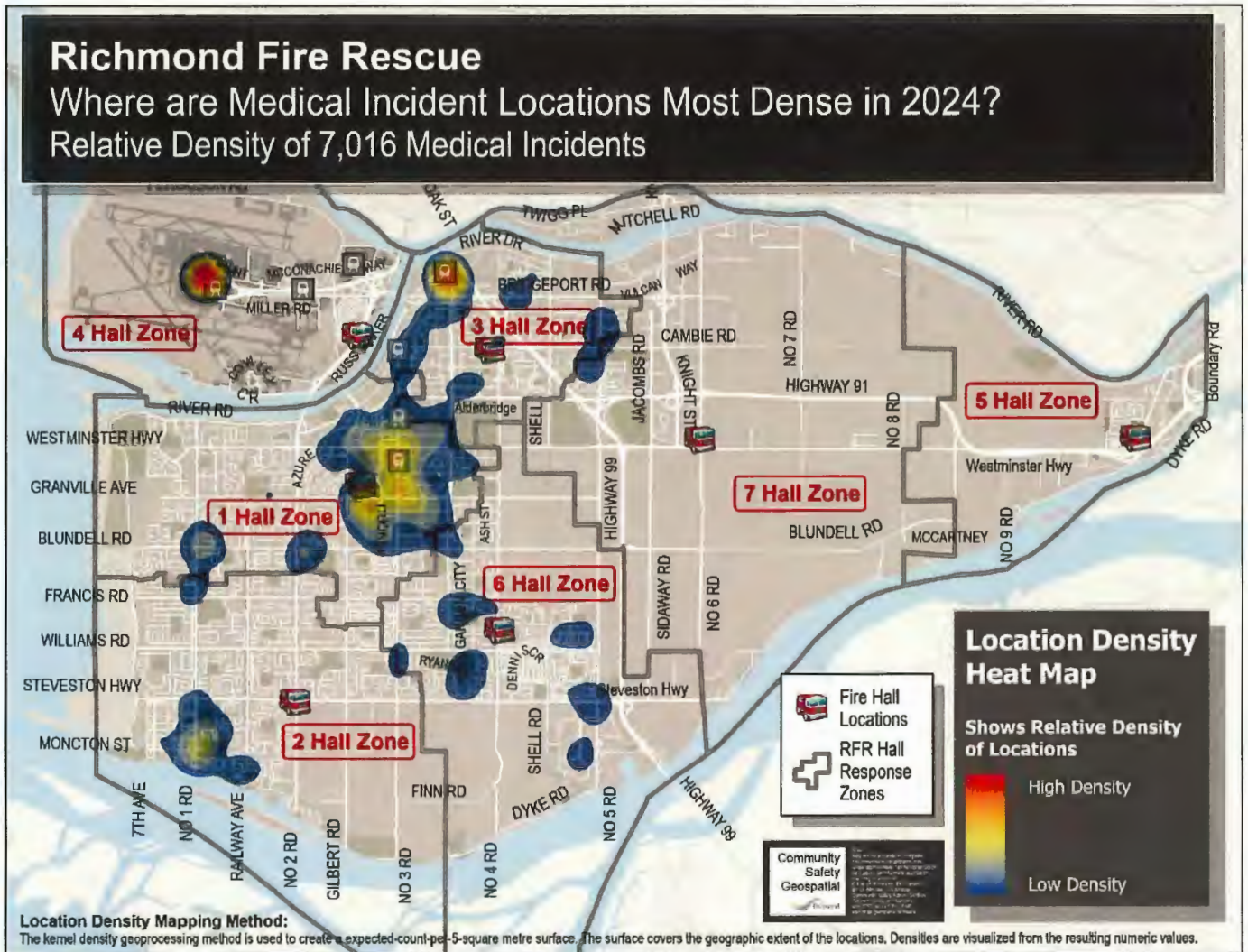


Figure 7: Location of reportable motor vehicle incidents (MVIs) attended in 2024 (total 1,075)

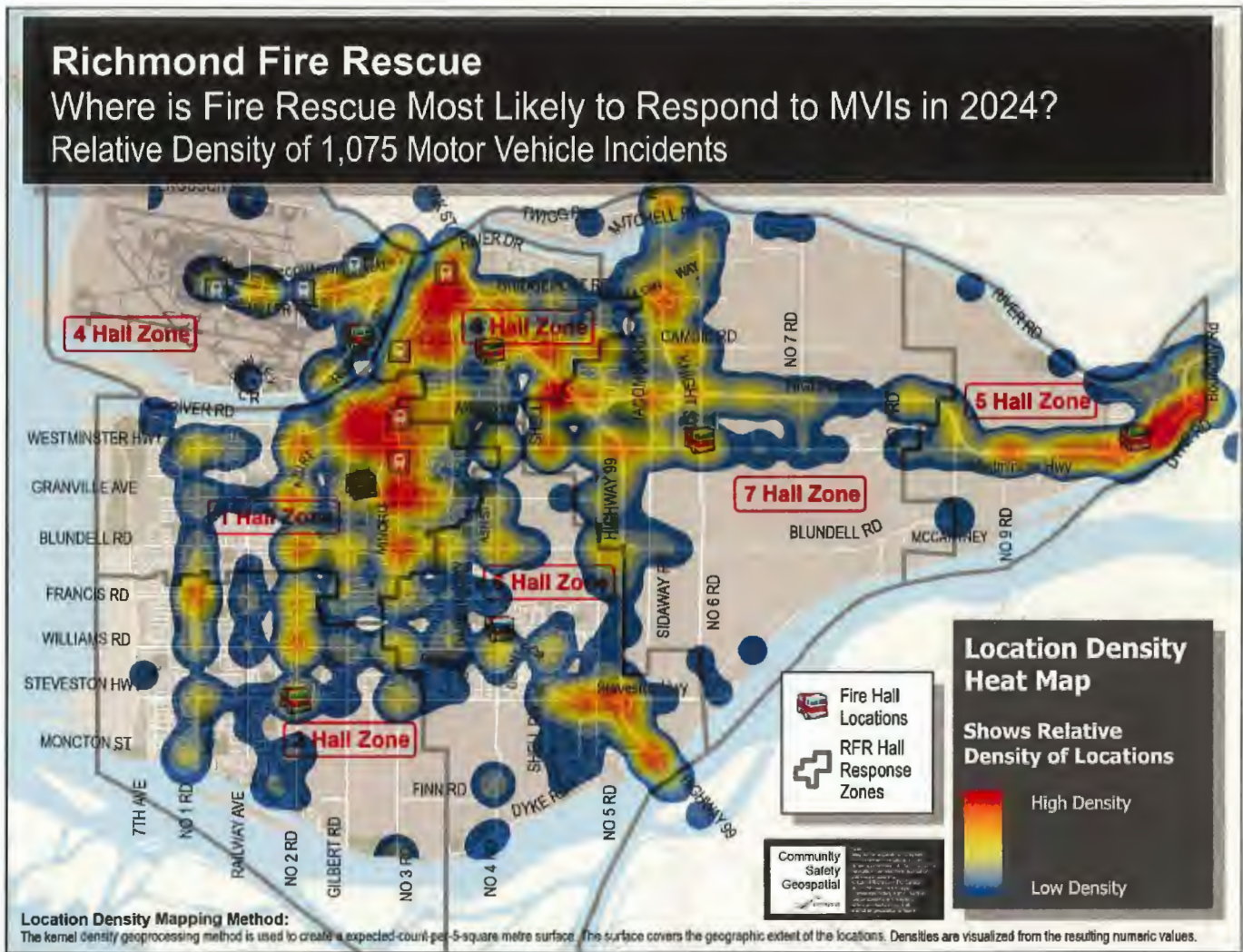
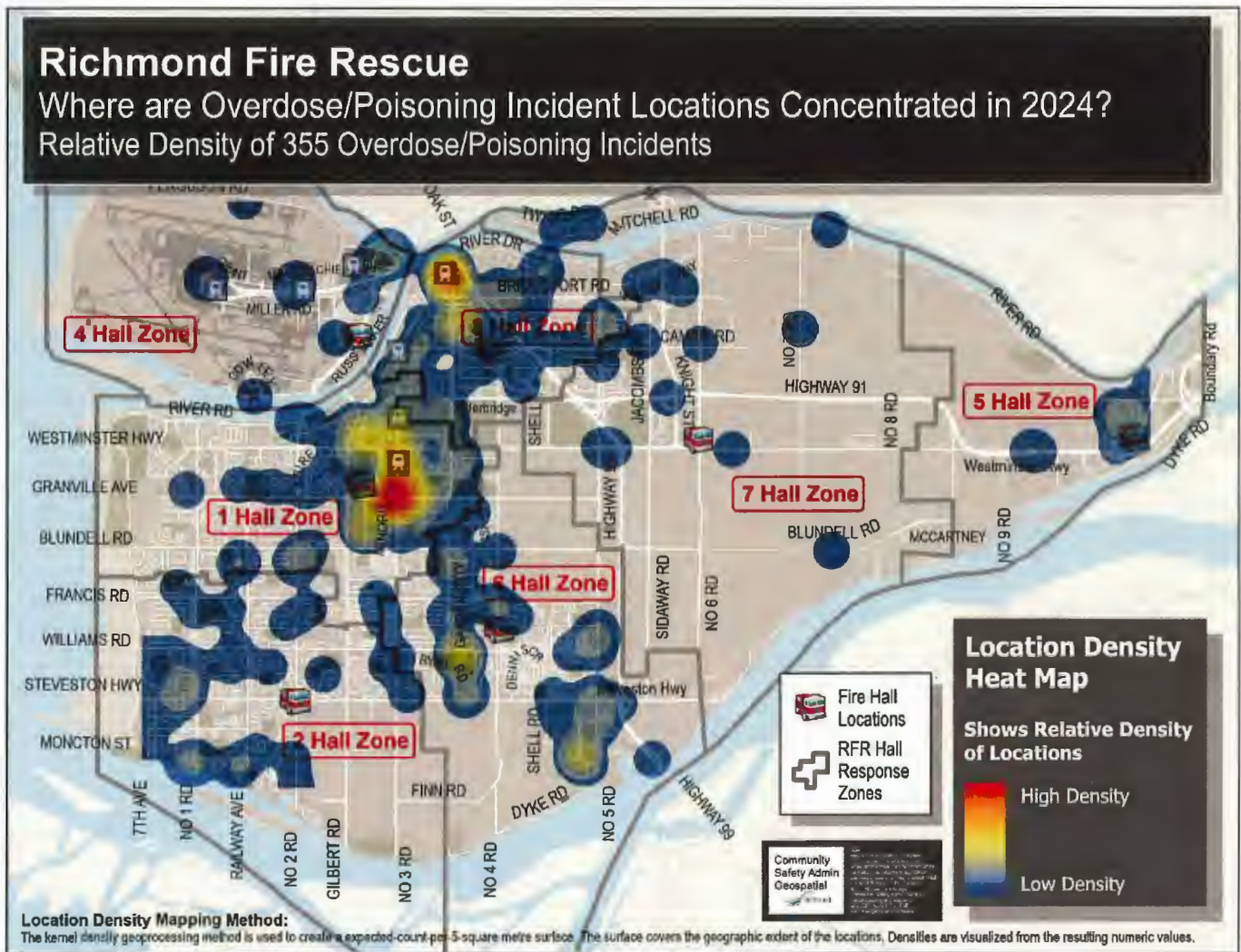


Figure 8: Location of reportable overdose / poisoning incidents attended in 2024 (total 355)





City of Richmond

Report to Committee




To: Community Safety Committee **Date:** January 15, 2025
From: Dave Chauhan **File:** 09-5000-01/2025-Vol
Chief Superintendent, Officer in Charge 01
Re: RCMP Monthly Activity Report – December 2024 and Year in Review

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – December 2024 and Year in Review”, dated January 15, 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. Community Police Station Programs
6. Crime Prevention Unit
7. Road Safety Unit
8. Victim Services
9. 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

Weapons Arrest

On December 1, 2024, Richmond RCMP officers responded to multiple reports of a man carrying a knife in the 5400 block of No. 3 Road. The man was also seen dropping a firearm and chasing after a woman. Police were able to take the suspect into custody following a brief foot pursuit. The incident is under investigation.

Pedestrian Collision

On December 3, 2024, Richmond RCMP officers responded to a report of a pedestrian struck at the Steveston Highway off-ramp from Highway 99. The pedestrian was crossing at a marked crosswalk when she was struck by the vehicle. She was taken to hospital with serious injuries. The driver remained at the scene and was cooperative with police. The collision is under investigation.

Impaired Driving Enforcement

On December 7, 2024, the Richmond RCMP participated in National Impaired Driving Enforcement Day, joining communities across BC in conducting enforcement operations as part of a month-long “Light up the Highway” campaign. This joint enforcement and public education initiative with ICBC included multiple social media posts and CounterAttack roadblocks throughout the month.



Fraud Warning

On December 9, 2024, the Richmond RCMP issued a media release urging residents to stay vigilant as fraud schemes evolve and target vulnerable groups, including seniors, international students, and new immigrants. From January to early December 2024, Richmond residents reported 990 fraud cases, resulting in over \$33 million in losses.

Robbery

On December 10, 2024, Richmond RCMP officers responded to a robbery in the 5300 block of No. 3 Road. A woman had been accessing an ATM when a man approached her from behind, pointed a gun at her, and robbed her of \$250. Police arrived quickly, but the suspect had already fled the area. The incident remains under investigation.

Analysis of Police Statistics

Arson

There were seven reported arsons in December 2024, which is down one incident from the previous month. No patterns or trends have been identified.¹

Assault Serious (Assault with a Weapon)

There were 17 serious assaults in December 2024, representing a 26 per cent decrease from the previous month. In 2024, serious assaults were down three per cent compared to 2023. No patterns or trends have been identified. The number of serious assaults this month is within the average range.

The majority of incidents reported in December 2024 involved physical force. Forty-one per cent of serious assaults were domestic incidents.

¹ In January 2024, a new Uniform Crime Reporting Survey (UCR) code was introduced related to intentionally set fires that do not meet the *Criminal Code* definition of Arson. The introduction of this new UCR code currently prevents comparison to prior year arson counts. Staff will resume reporting trend comparison once sufficient statistically significant data is collected.

Auto Theft

There were 17 auto thefts in December 2024, which is a 23 per cent decrease from the previous month. In 2024, auto thefts were up nine per cent compared to 2023. No patterns or trends have been identified. The number of auto thefts this month is below the average range.

Drugs

In December 2024, there were 24 drug offences, which is a 41 per cent increase from the previous month. In 2024, drug offences were down 54 per cent compared to 2023. No patterns or trends have been identified. The number of drug incidents this month is within the average range.

Mental Health

There were 235 mental health-related incidents in December 2024, representing a 14 per cent decrease from the previous month. In 2024, mental health-related incidents were up four per cent compared to 2023. No patterns or trends have been identified. The number of mental health-related incidents this month is within the average range.

There were 59 police apprehensions in December 2024, which is below average. However, the average hospital wait time was above average at 151 minutes. Twenty-one individuals were responsible for two or more calls in December 2024, with one caller generating 17 incidents.

Residential Break and Enter

There were 20 break and enters to residences in December 2024, representing a 23 per cent decrease from the previous month. In 2024, residential break and enters were down 11 per cent compared to 2023. No patterns or trends have been identified. The number of residential break and enters this month is below the average range.

Commercial Break and Enter

In December 2024, there were 17 break and enters to businesses, which is a 21 per cent increase from the previous month. In 2024, commercial break and enters were down 23 per cent compared to 2023. No patterns or trends have been identified. The number of commercial break and enters this month is below the average range.

Robbery

There were six robberies in December 2024, which is an increase of four incidents from the previous month. In 2024, robberies were down 17 per cent compared to 2023. No patterns or trends have been identified. The number of robberies this month is within the average range.

The breakdown of incidents was two involving firearms, one online marketplace transaction, one carjacking, and one bag-snatching.² All incidents remain under investigation.

² One incident was a false alarm.

Sexual Offences

In December 2024, there were 20 sexual offence files, representing a 25 per cent increase from the previous month. In 2024, sexual offences were up eight per cent compared to 2023. No patterns or trends have been identified. The number of sexual offences this month is within the average range.

Forty-five percent of offences reported in December 2024 were sexual assaults, and 30 per cent involved indecent acts/exposing.

Shoplifting

There were 128 reported shoplifting thefts in December 2024, which is a nine per cent decrease from the previous month. In 2024, shoplifting thefts were up 27 per cent compared to 2023. No patterns or trends have been identified. The number of shoplifting thefts this month is above the average range.

Theft from Automobile

There were 82 thefts from automobiles in December 2024, which is a four per cent increase from the previous month. In 2024, thefts from automobiles were down 37 per cent compared to 2023. No patterns or trends have been identified. The number of thefts from automobiles this month is within the average range.

Hate Crimes and Incidents

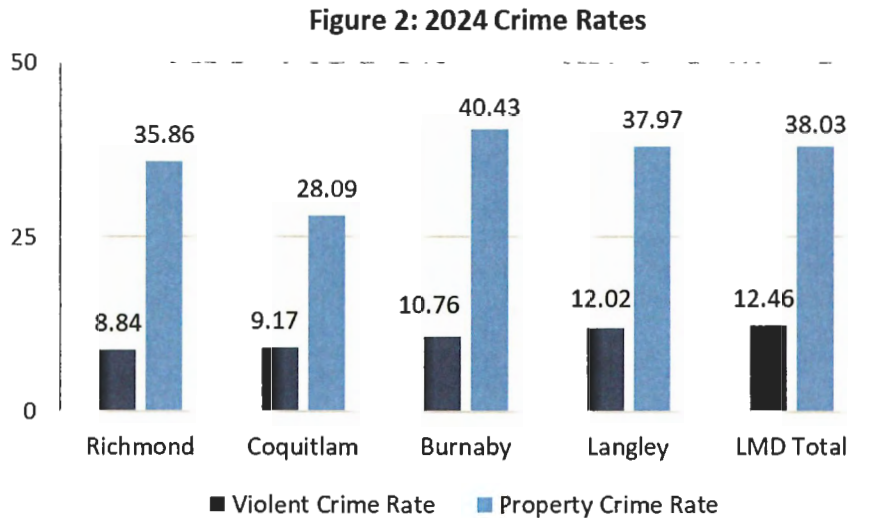
Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2020 and December 31, 2024.³ A “hate crime” refers to any criminal offence targeting an identifiable group. The criteria for an offence to be considered a hate crime, as per the *Criminal Code*, carries a higher threshold and usually involves one or more criminal offences. A “hate incident” may be motivated by the same factors as a hate crime but does not reach the threshold of being a criminal offence. There was one hate incident reported in December 2024, which involved racist comments. Compared to 2023, there were 48 per cent fewer hate crimes/incidents reported in 2024.

Table 1 – Hate Crimes and Hate Incidents			
Year	Hate Crime Files	Hate Incident Files	Total
2020	21	13	34
2021	21	24	45
2022	8	26	34
2023	6	19	25
2024	0	13	13

³ The BC Hate Crimes Unit uses the terms hate-motivated crime and hate-motivated incident.

Crime Trends Across Jurisdictions

Figure 2 presents crime rates in 2024 for the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD).⁴ The property and violent crime rates in Richmond were below the LMD average.



Block Watch

At the end of December 2024, the Block Watch program had 300 groups, totalling 6,721 participants. Currently, the program includes 423 captains and co-captains. The first quarter Crime Prevention Newsletter was published on the City Website and Community Safety App on December 24, 2024.

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 pursue safety initiatives to improve crime prevention program awareness, community engagement and 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 December, volunteer highlights included:

- A total of 21 Fail to Stop deployments took place, resulting in 562 information letters issued.
- There were 36 Lock Out Auto Crime deployments, resulting in 533 information letters issued.

⁴ Based on PRIME query by Richmond Crime Analysis Unit on January 5, 2025

- Speed Watch was conducted on 497 vehicles, resulting in 52 information letters issued.
- December 4 – Volunteers and RCMP officers participated in a School Sports Event at Kingswood Elementary School.
- December 7—Volunteers assisted with the annual Richmond RCMP Detachment Children’s Christmas party. Police officers and employees participated in holiday-themed activities, including arts and crafts and photos with Santa.
- December 7—Volunteers participated in the launch of the “Light up the Province” campaign with an event at the City Centre Community Police Station. They were also deployed to two CounterAttack roadblocks, where they assisted police officers.
- December 8—Volunteers assisted RCMP officers with the annual “Santa’s Arrival in Steveston.” In addition to providing crowd control and restricting access to the docking area, volunteers escorted Santa from Fisherman’s Wharf to the Gulf of Georgia Cannery for photo opportunities.



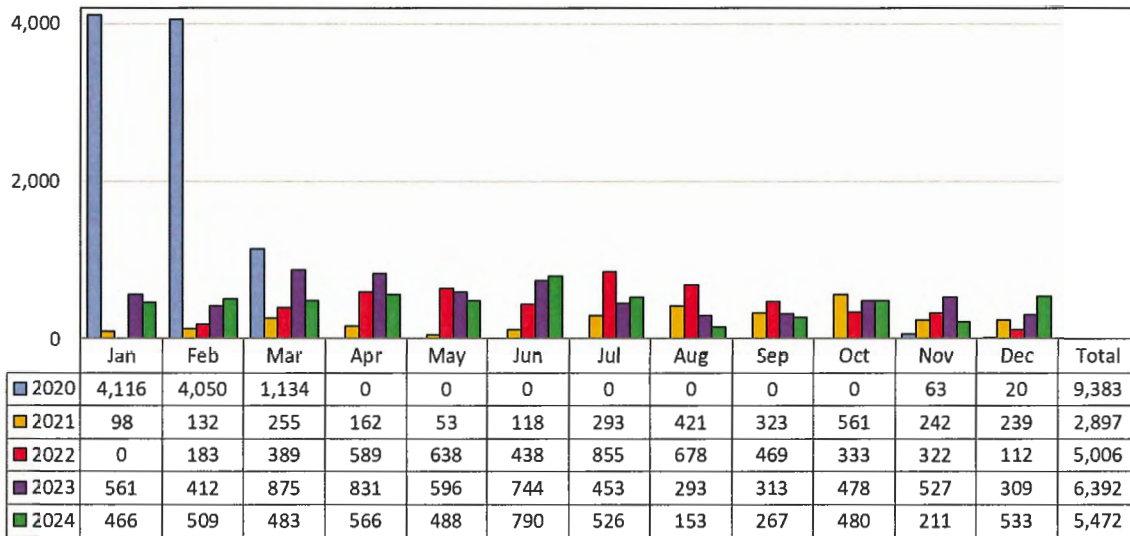
Figure 3: Impaired Driving Awareness

- December 14 – Volunteers conducted a Fail to Stop deployment at Cooney Road and Park Road and issued 77 information letters.
- December 15 – Volunteers conducted a Fail to Stop deployment at Coppersmith Way and Hammersmith Way and issued 68 information letters.
- December 26—Volunteers and RCMP officers attended the Public Menorah Lighting at Minoru Plaza, contributing to a safe and peaceful event.

Lock Out Auto Crime

Figure 4 provides a yearly comparison of the number of vehicle notices issued.⁵

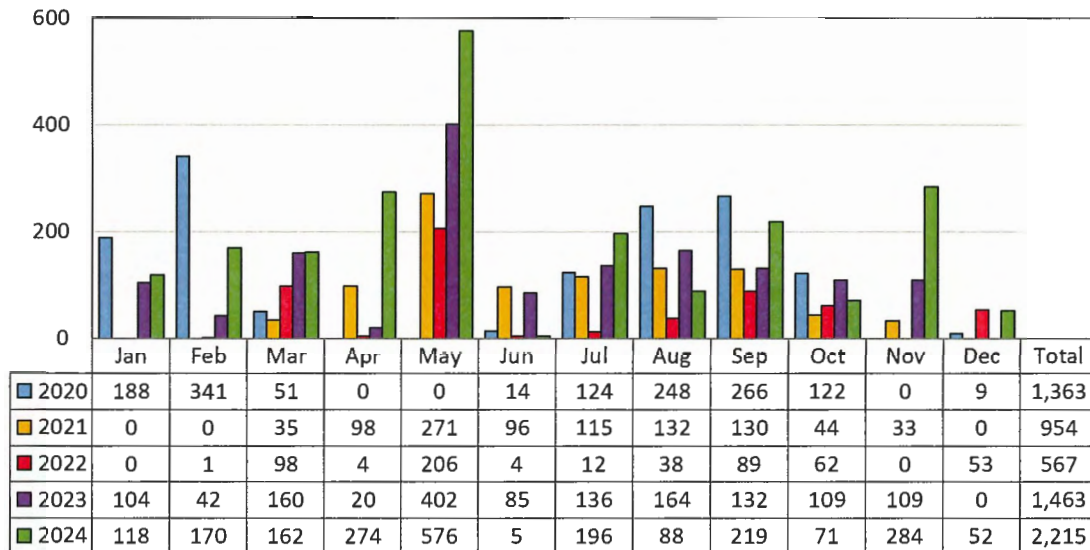
Figure 4: Lock Out Auto Crime Vehicles Issued a Notice



Speed Watch

Figure 5 compares the number of letters sent to registered vehicle owners yearly.

Figure 5: Speed Watch Letters Sent



⁵ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices. Letters are only issued to vehicles displaying security vulnerabilities; whereas previously, notices were issued to all vehicles. This has resulted in a significant reduction in the number of letters issued.

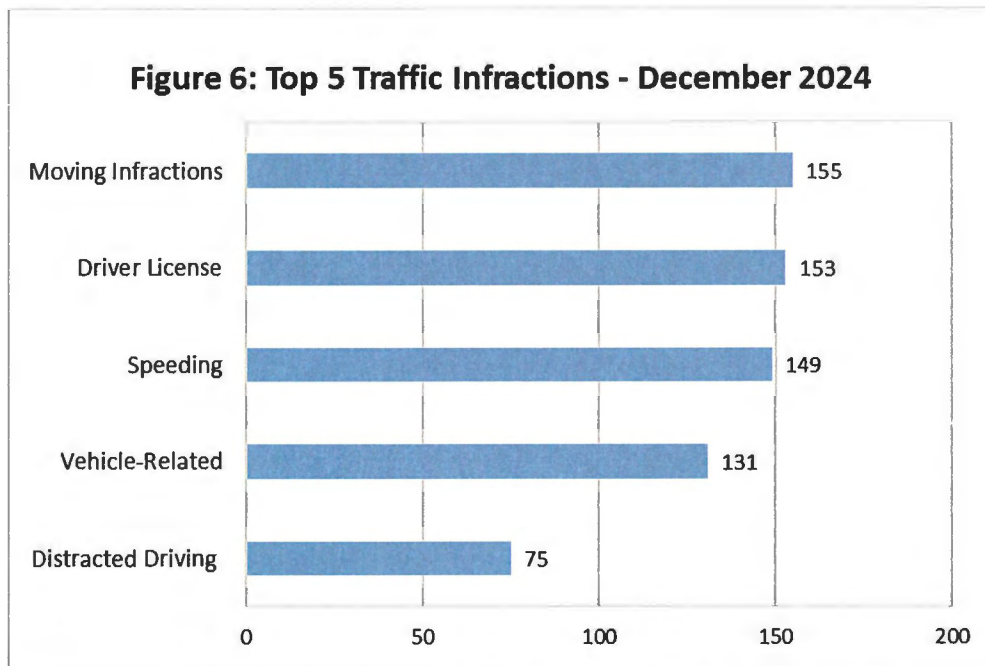
Crime Prevention Unit

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

- Diversity and Inclusion Initiatives
- Impaired Driving Awareness
- Menorah Lighting
- Place of Worship Patrols
- Santa’s Arrival in Steveston
- School Presentations

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 757 violation tickets were issued in December 2024. Figure 6 provides statistics for the top five infractions for which violation tickets were issued in December:



Victim Services

In December 2024, Richmond RCMP Victim Services met with 62 new clients and attended three crime/trauma scenes after hours. The unit currently maintains an active caseload of 92 files. In December, Victim Services responded to several cases involving medical-related sudden deaths, motor vehicle collisions and mental health-related issues.

Youth Section

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

- RCMP officers in the Youth Section conducted 49 proactive school visits at secondary schools and 113 visits at elementary schools. Police officers engaged with students during recess, lunch and morning and afternoon supervision.
- DARE classes concluded for the first term of the 2024-2025 school year. There were 461 students in 17 classes

Financial Impact

None.

Conclusion

In December 2024, the Richmond RCMP conducted several notable investigations, including a weapons arrest and an armed robbery. Police statistics for this month indicate that most crime types were within the average ranges, except for shoplifting thefts, which were elevated, and commercial break and enters, residential break and enters, and auto thefts, which were below average.

In December, the Community Engagement Team and volunteers continued to promote crime prevention and road safety initiatives, including impaired driving awareness. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.



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

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

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.



December 2024 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.

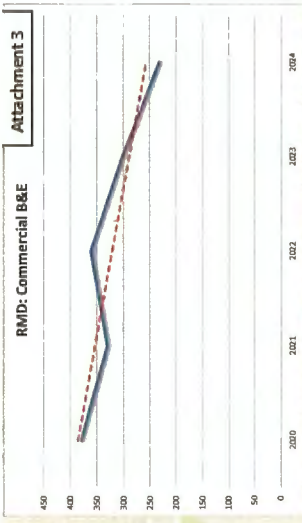
This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular 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 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

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Dec - 24	December		2023	2024	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	172	138.0	128-148	1838	1922	5%	84
Robbery	6	5.8	5-7	64	53	-17%	-11
Assault Common	63	46.8	38-55	589	663	13%	74
Assault Serious	17	15.6	10-21	232	224	-3%	-8
Sexual Offences	20	16.2	11-21	226	244	8%	18
PROPERTY CRIME (UCR 2000-Series Offences)	636	582.2	519-646	7809	7548	-3%	-261
Business B&E	17	28.8	21-36	302	232	-23%	-70
Residential B&E	20	36.6	29-44	288	255	-11%	-33
Auto Theft	17	22.0	18-26	253	277	9%	24
Theft from Auto	82	122.2	74-170	1398	879	-37%	-519
Theft	136	93.0	69-117	1366	1373	1%	7
Shoplifting	128	77.6	60-95	1273	1613	27%	340
Fraud	101	74.0	58-90	1029	1161	13%	132
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	343	254.4	202-307	3291	3572	9%	281
Arson	7	n/c	n/c	n/c	78	n/c	n/c
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1151	975.6	904-1047	12942	13102	1%	160
DRUGS (UCR 4000-Series Offences)	24	43.2	5-81	538	246	-54%	-292
MHA RELATED CALLS (MHA files or Mental Health flag)	235	249.6	233-266	2859	2976	4%	117

Prepared by Richmond RCMP CAU. Data collected from PRIME on 2025-01-07. Published 2025-01-08. 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).

Commercial Break & Enter December 2024

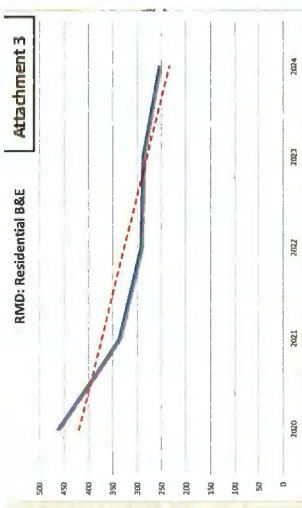


CS - 78

Commercial B&E
N=17

Richmond RCMP
Crime Analysis Unit
2025-01-07

Residential Break & Enter December 2024



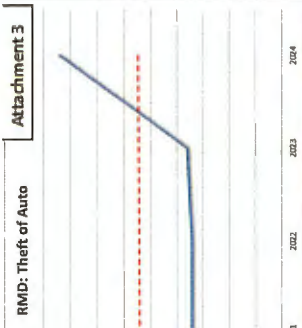
CS - 79

Residential Break & Enter
N=20

Richmond RCMP
Crime Analysis Unit
2025-01-07



Auto Theft December 2024



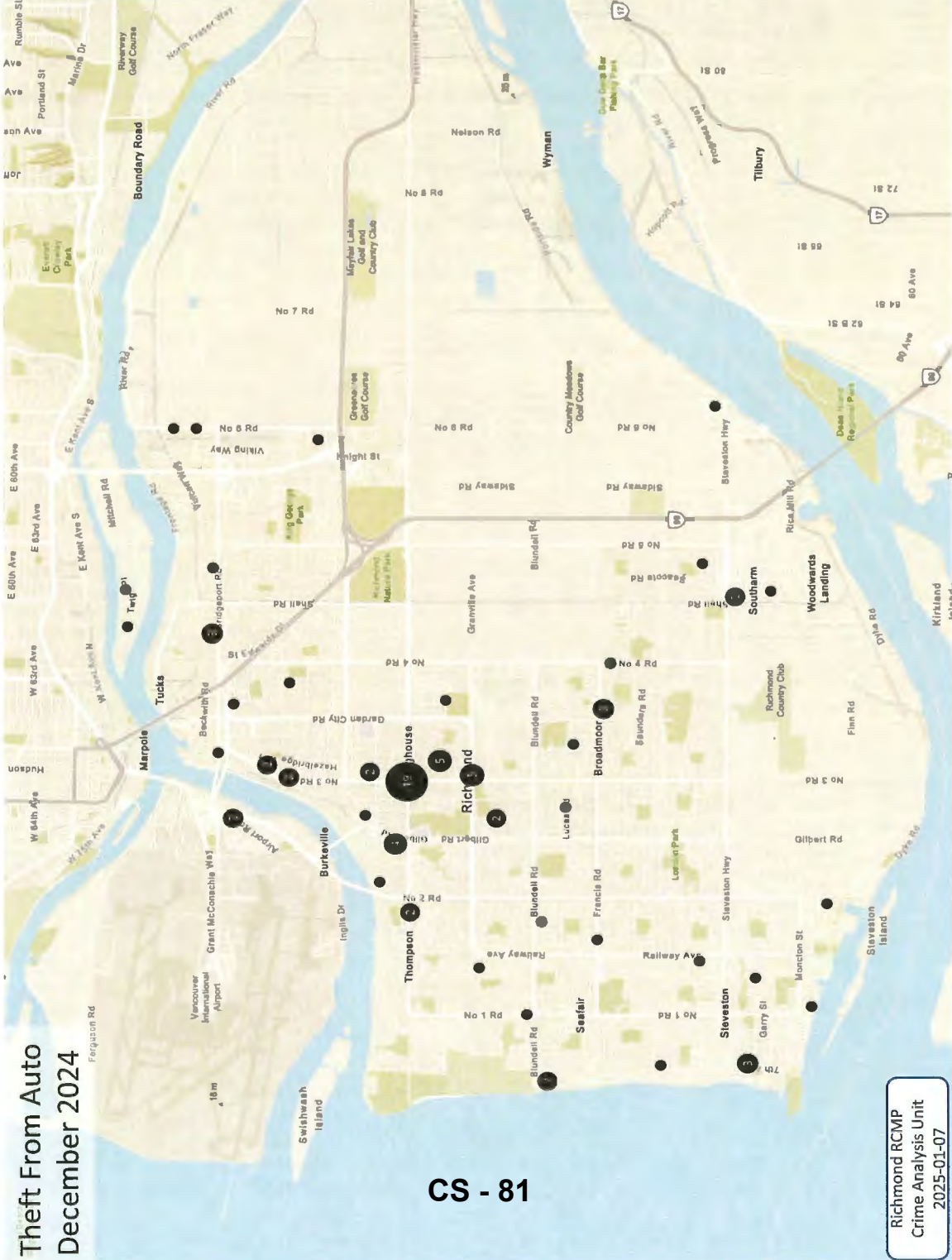
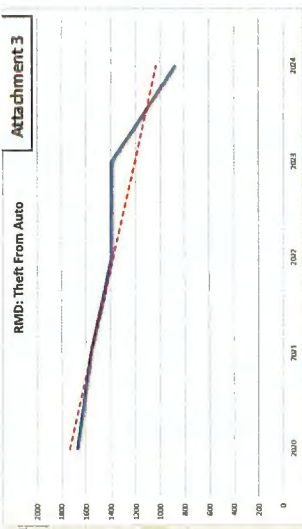
CS - 80

Richmond RCMP
Crime Analysis Unit
2025-01-07

Townsend

Auto Theft
N=17

Theft From Auto December 2024



CS - 81

Theft From Auto
N=82



Richmond RCMP
Crime Analysis Unit
2025-01-07

CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Shopping Spree

Have you ever been in any of these scenarios? There is a sale at the mall. You go and buy a brand new laptop and different clothing items from the mall. You put it in the back seat and decide to do a quick trip to the supermarket. Within five minutes, you return from the grocery store and your window is smashed and your brand new laptop and clothing are stolen.

In another scenario, you come across a heavily discounted electronic item online. Feeling excited, you contemplate buying it from a website you've never heard before. With timers counting down on the page, you don't want to miss out on this deal, so you decide to purchase the item. The item never arrives and you start to see unauthorized payments on your credit card statement.

There are necessary steps you can take to avoid these situations as they will only lead to disappointment. Autumn sales, Black Friday, and Boxing Day are all coming in the next few months. Whether you are shopping in-store or online, stay vigilant and remind yourself of the following tips.

In-Store Shopping

When you're shopping at the mall and your hands are full, it might seem convenient to drop off the bags to the car and return to the stores. However, this approach is not effective in preventing theft. An observant thief could notice you putting items in the car, providing them with an opportunity to steal. It is safer to finish your shopping before stowing away your purchases. If you are coming from another location and you have items in the car already, make sure they are out of sight before you head to your next destination. Commonly stolen items include personal electronics, backpacks, cash, keys, garage remotes, wallets, and jackets. Losing these items could lead to more serious crimes like break-ins, identity theft, or fraud.

Online Shopping

During holiday seasons, phishing attempts through social media and emails increase significantly. To protect yourself, start by researching and comparing prices on reputable websites. Always be skeptical of deals that seem too good to be true. Scammers often create ads that look similar to legitimate websites, using countdown timers or phrases like "limited time offer" to create a false sense of urgency. This is to capture your sense of excitement and eagerness, and limit your time to research. If you fall for their trap, they could steal your personal information and/or money.



Additionally, strengthen your online security by creating unique passwords, activating multifactor authenticators, and adjusting your privacy settings. Always use a secure connection and avoid using public WiFi for online shopping, as tech savvy thieves may be lurking on public connections.

CITY OF RICHMOND CRIME PREVENTION NEWSLETTER

Reduce Crime in Your Apartment Community

Thieves are targeting apartment buildings due to several factors: easy access, hidden spots, blurred lines between public and private spaces, poor lighting, and landscaping that offers concealment. To mitigate these risks, a comprehensive risk assessment needs to be done to identify, analyze, and evaluate potential threats. Once identified, follow up by implementing targeted physical security measures. The goal extends beyond protecting properties from theft; it also includes deterring unwanted visitors and preventing illegal occupation of spaces.

When formulating a security strategy, it is essential to recognize that the design of the built environment can shape residents' perceptions of crime risk, often amplifying feelings of fear beyond actual threat levels. Incorporating Crime Prevention Through Environmental Design (CPTED) principles foster ongoing improvements in community safety, protection, and quality of life. It encourages the establishment of spaces that allow residents to assert control over their surroundings and enhance the sense of security within residential areas, making potential offenders more conscious of the likelihood of being observed or confronted.

A CPTED-informed residential security strategy combines modifications to the physical environment with community engagement, fostering social cohesion and participation for a safer living environment.



By working together, neighbours can increase the security and safety of their homes and neighbourhood, by following these tips:

- Do not let anyone you don't know into your building.
- Always confirm who is calling from the intercom before buzzing someone into the building.
- Watch the parking garage gate close completely before driving off when you are entering or leaving.
- Get to know other residents so you know who belongs. Start by just saying hi to people inside the elevator or when walking past one another in the parkade.
- Do not put your full name on the intercom panel.
- Let the property manager know immediately if you lose your key fob so they can deactivate it.
- Lock up your bike even if it is stored inside a secured bike room.
- Always lock your storage unit. If your storage unit is cage-style and your building permits, use sheets or panels to obscure what is inside.
- Meet delivery person downstairs, do not just buzz them into the building.



Preparing for Festivities

This quarter is filled with holidays and festive seasons. You may be using this time to celebrate with friends and family or you may be putting up decorations in preparation of the festivities. While you are preparing for festivities, make improvements to your home, and remind friends and family to take precautions to prevent crime. These improvements can make a huge difference in crime prevention and safety.



- ◆ Make sure all doors and windows are locked and closed properly. Do not run wires from the interior to exterior decorations.
- ◆ When putting up decorations, trim the trees and hedges in front of your house to remove hiding spots and increase natural surveillance.
- ◆ Improve lighting around your home. Add motion sensor lights and pair them with working security cameras.
- ◆ Remind guests to not leave items in their vehicles and to lock the door when entering your home.
- ◆ If you are not home, turn on your alarms and add timers for your lights. Ask a neighbour to look after your home by picking up mail or packages and clearing the leaves from the driveway.

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 Captain/Co-Captain

- ◇ Each Captain/Co-Captain 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 Captain/Co-Captain, 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 Captain/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

Steps for Reporting

It is an intimidating sight when you return to your business and see that it has been broken into. Many thoughts could be going through your head such as “Who do I call?” and “What can I do?”. Different businesses have their own protocols in regards to break and enter, but the common practice when arriving to a crime scene is the same. Review the proper protocols with your workplace, learn what numbers to call, and what to do in this situation. Below we answer these tough questions so you won't panic if ever faced with this situation.



Who do I call?

The first call is to report the incident to the police. The number to call depends on when you discover the break-in. For example, if you find out about it the day after it happened, you should call the non-emergency line, however, if the alarm or camera alerts notify you while the crime is in progress, you should call 911. If you're an employee, you may also need to contact the business owner or manager, as they have access to serial numbers, camera footage, and other valuable information for investigations or follow-ups.

What can I do?

Your first instinct might be to clean up the property, but doing so can disturb the scene and contaminate evidence. Avoid walking in areas the suspect may have accessed and do not touch anything, as there may be footprints or fingerprints present. After you report the crime, ask the call taker to clarify your next steps such as what can be cleaned. Make a list of the stolen items and find serial numbers associated with the stolen items if applicable. If a manager or business owner has inventory documents, ask them to provide it as it may help with identification. Provide the police with both the surveillance footage and the list of stolen items. Afterward, evaluate the security of the business; the assigned officer can offer valuable advice on enhancing security measures.

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

