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**Community Safety Committee  
Electronic Meeting**

**Council Chambers, City Hall  
6911 No. 3 Road**

**Tuesday, February 13, 2024  
4:00 p.m.**

Pg. #      ITEM

MINUTES

CS-5      *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on January 16, 2024.*



NEXT COMMITTEE MEETING DATE

March 12, 2024, (tentative date) at 4:00 p.m. in the Council Chambers.

COMMUNITY SAFETY DIVISION

1. **ANIMAL PROTECTION SERVICES ACTIVITY REPORT – 2023 YEAR IN REVIEW**

(File Ref. No. 12-8060-01) (REDMS No. 7543918)

CS-10

**See Page CS-10 for full report**

*Designated Speaker: Geoffrey Bramhill*

Pg. # ITEM

STAFF RECOMMENDATION

*That the staff report titled “Animal Protection Services Activity Report – 2023 Year in Review”, dated January 19, 2023 from the General Manager, Community Safety, be received for information.*

2. **PROPERTY USE AND PARKING ENFORCEMENT ACTIVITY REPORT – 2023 YEAR IN REVIEW**

(File Ref. No. 12-8060-01) (REDMS No. 7532847)

CS-16

See Page CS-16 for full report

*Designated Speaker: Mark Corrado*

STAFF RECOMMENDATION

*That the staff report titled “Property Use and Parking Enforcement Activity Report – 2023 Year in Review”, dated January 19, 2024, from the Director, Community Bylaws & Licencing, be received for information.*

3. **BUSINESS LICENCE ACTIVITY REPORT – 2023 YEAR IN REVIEW**

(File Ref. No. 12-8060-01) (REDMS No. 7537194)

CS-26

See Page CS-26 for full report

*Designated Speaker: Mark Corrado*

STAFF RECOMMENDATION

*That the staff report titled “Business Licence Activity Report – 2023 Year in Review”, dated January 19, 2024, from the Director, Community Bylaws & Licencing, be received for information.*

4. **OPTIONS FOR ENFORCEMENT OF ESCORT SERVICES AND BODY RUBS**

(File Ref. No. 12-8275-11) (REDMS No. 7529119)

CS-31

See Page CS-31 for full report

*Designated Speaker: Mark Corrado and Ed Warzel*

STAFF RECOMMENDATION

- (1) *That Option 2 as described in the staff report titled "Options for Enforcement of Escort Services and Body Rub Studios" dated January 16, 2024 from the General Manager, Community Safety be endorsed;*
- (2) *That staff amend the Business Licence Bylaw 7360, the Business Regulation Bylaw No. 7538, the Municipal Ticket Information Authorization Bylaw No. 7321, and the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122.*



5. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – DECEMBER 2023 AND YEAR IN REVIEW**

(File Ref. No. 09-5140-01) (REDMS No. 7525426)

CS-37

See Page CS-37 for full report

*Designated Speaker: Fire Chief Jim Wishlove*

STAFF RECOMMENDATION

*That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – December 2023 and Year In Review", dated January 11, 2024, from the Fire Chief, be received for information.*



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

*Designated Speaker: Fire Chief Jim Wishlove*

Items for discussion: None.

7. **RCMP MONTHLY ACTIVITY REPORT – DECEMBER 2023 AND YEAR IN REVIEW**

(File Ref. No. 09-5000-01) (REDMS No. 7491265)

CS-58

See Page CS-58 for full report

*Designated Speaker: Chief Supt. Dave Chauhan*

**Community Safety Committee Agenda – Tuesday, February 13, 2024**

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Pg. #      ITEM

STAFF RECOMMENDATION

*That the report titled “RCMP Monthly Activity Report – December 2023 and Year in Review”, dated January 16, 2024, from the Officer in Charge, Richmond RCMP Detachment, be received for information.*

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

*Designated Speaker: Chief Supt. Dave Chauhan*

Items for discussion: None.

9.    **MANAGER’S REPORT**

ADJOURNMENT



## Community Safety Committee

Date: Tuesday, January 16, 2024

Place: Council Chambers  
Richmond City Hall

Present: Councillor Alexa Loo, Chair  
Councillor Andy Hobbs  
Councillor Laura Gillanders (by teleconference)  
Councillor Kash Heed  
Councillor Bill McNulty

Also Present: Councillor Wolfe (by teleconference)

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

### AGENDA ADDITIONS

It was moved and seconded  
*That License Plate Recognition be added to the agenda as Item No. 6A.*

**CARRIED**

### MINUTES

It was moved and seconded  
*That the minutes of the meeting of the Community Safety Committee held on December 12, 2023, be adopted.*

**CARRIED**

**Community Safety Committee**  
**Tuesday, January 16, 2024**

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**COMMUNITY SAFETY DIVISION**

**1. ANIMAL PROTECTION SERVICES MONTHLY ACTIVITY REPORT – NOVEMBER 2023**

(File Ref. No. 12-8375-01) (REDMS No. 7496812)

In response to queries from the Committee, staff noted (i) public education and information awareness reminders were included in the recent dog renewal notification/mailout reminding dog owners that dogs must be on a leash, dangerous dogs must have muzzles, and appropriate places for off-leash, and social media efforts will also be running in conjunction, to remind the public of their dog on-leash obligations, (ii) the reduction in enforcement reported for 2023 is primarily the result of the significant effort undertaken to reduce the number of delinquent accounts compared to outstanding accounts in previous years, (iii) under the City's enhanced animal control service model, 3 to 4 BCSPCA uniformed officers are in the community 7 days per week, 7am to 9pm, including statutory holidays, responding to calls and proactively patrolling the City's dikes, trails and parks, and (iv) to-date approximately 3,700 of the 7,500 dog license renewal notifications issued have renewed their dog license.

It was moved and seconded

*That the staff report titled "Animal Protection Services Monthly Activity Report – November 2023", dated December 11, 2023 from the General Manager, Community Safety, be received for information.*

**CARRIED**

**2. PROPERTY USE AND PARKING ENFORCEMENT MONTHLY ACTIVITY REPORT – NOVEMBER 2023**

(File Ref. No. 12-8375-01) (REDMS No. 7486249)

In response to queries from the Committee, staff noted (i) the hotel property in question began operation recently and is operating under the terms and conditions of their Business License, (ii) the majority of reported service calls received for assistance were related to unsightly premises such as overgrowth of vegetation and debris in front/back yard, (iii) with respect to short term rental non-compliance, a variety of notices (including multiple notices to some properties) have been sent to property owners to seek compliance and, where enforcement issues are encountered, there is ticket issuance and further action required; on average there may be 2 or 3 tickets issued within a specific property, average \$1,500 per ticket, and (iv) staff actively investigate complaints received regarding storage containers on driveways as they are not permitted.

2.

**Community Safety Committee**  
**Tuesday, January 16, 2024**

---

A brief discussion ensued with respect to the increase in truck parking in the ALR and the need to highlight the urgent truck parking shortage by writing a letter to the Ministries of Transportation and Agriculture.

It was moved and seconded

*That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – November 2023”, dated December 11, 2023 from the Director, Community Bylaws & Licencing, be received for information.*

**CARRIED**

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – NOVEMBER 2023**

(File Ref. No. 09-5140-01) (REDMS No. 7481298)

Fire Chief Wishlove provided the Committee with an additional map, “Richmond Fire Rescue: Overdose/Poisoning Incidents November 2023”, (copy on file).

In response to queries from the Committee, Fire Chief Wishlove noted all women and men that are assigned to the response companies, as well as fire prevention and a number of administrative staff, have medical service responder training, and an ongoing effort to continuously recertify approximately 20% annually.

It was moved and seconded

*That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – November 2023”, dated December 11, 2023, from the Fire Chief, be received for information.*

**CARRIED**

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

A brief discussion ensued with respect to future opportunities for outdoor skating at Garry Point Park.

5 **RCMP MONTHLY ACTIVITY REPORT – NOVEMBER 2023**

(File Ref. No. 7465755) (REDMS No. 09-5000-01)

In response to queries from the Committee, Chief Supt. Chauhan noted (i) the Federal Serious Organized Crime Section (FSOC) have taken over the responsibility of dealing with/disposing of exhibits that are seized at the Vancouver airport, a substantial number of which are seized from inbound and outbound passengers, (ii) although the number of apprehensions under the *Mental Health Act* has come down, and the average wait times at Richmond General Hospital reduced from 155 minutes to 30 minutes, there are a few incident files that are 3-5 hours that skew the average reported wait time,

3.

**Community Safety Committee**  
**Tuesday, January 16, 2024**

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(iii) managed by volunteers, the South Arm Community Police Station is open five days a week from 8am to 5pm for the public to attend should they require any resources or assistance, (iv) there are certain programs through the BC Highway Patrol that are funded for targeted enforcement, (v) the decriminalization legislation that came into effect in 2023 permits an individual to possess 2.5 grams of illicit drugs; a harm reduction approach to encourage those individuals to get the proper support and care needed, (vi) the reported reduction in mental health apprehensions can be attributed to the collaborative approach of the FOX80 program, in partnership with Vancouver Coastal Health, providing regular contact and communication in assisting these individuals, and (vii) through outreach efforts, especially when the temperatures have dipped below zero, if there is a need for support for any individual, best efforts are made to ensure they are connected with the proper resources to help them, including any warming centres/shelters where available beds have been identified.

It was moved and seconded

*That the report titled “RCMP Monthly Activity Report – November 2023”, dated December 14, 2023, from the Officer in Charge, Richmond RCMP Detachment, be received for information.*

**CARRIED**

**6. RCMP/OIC BRIEFING**

(Verbal Report)

**(i) Special Police Incident Community Engagement (SPICE) – Homocide Deployment**

Chief Supt. Chauhan spoke to the sole purpose of SPICE, to reach out and engage in person with community members or neighbourhoods where they are impacted by a violent crime or traumatic event, noting the recent SPICE deployment in Richmond.

**(ii) Rainbow Crosswalk**

Chief Supt. Chauhan provided an update on the 7 mischief/vandalism incidents that occurred to the rainbow crosswalks in August 2023, noting the incidents stopped after August, with two files since concluded and the remaining outstanding, and there have been no repeat incidents.

**6A. LICENSE PLATE RECOGNITION TECHNOLOGY**

(Verbal Report)

In response to queries from the Committee staff provided a breakdown of the costs, features and benefits of the license plate recognition (LPR) technology, as outfitted on one City Bylaws vehicle, noting the cost to retrofit additional vehicles with the same system would be approximately \$50,000 per vehicle.

4.



**Community Safety Committee**  
**Tuesday, January 16, 2024**

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7. **MANAGER'S REPORT**

(i) *Richmond Homeless*

In response to queries from the Committee, staff noted (i) they do not have record of any homeless refugees in Richmond, but will check with community social services and report back to the Committee with a memo, and (ii) staff are working with colleagues in public works to identify a long term solution for the care/storage of the belongings for those homeless who are in hospital or have agreed to rehab and afraid they will lose their belongings.

**ADJOURNMENT**

It was moved and seconded  
*That the meeting adjourn (5:17 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 16, 2024.

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Councillor Alexa Loo  
Chair

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Lorraine Anderson  
Legislative Services Associate



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** January 19, 2023  
**From:** Cecilia Achiam **File:** 12-8060-01/2024-Vol  
 General Manager, Community Safety 01  
**Re:** **Animal Protection Services Activity Report – 2023 Year in Review**

### Staff Recommendation

That the staff report titled “Animal Protection Services Activity Report – 2023 Year in Review”, dated January 19, 2023 from the General Manager, Community Safety, be received for information.

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

| REPORT CONCURRENCE                |                                     |
|-----------------------------------|-------------------------------------|
| <b>ROUTED TO:</b>                 | <b>CONCURRENCE</b>                  |
| Finance                           | <input checked="" type="checkbox"/> |
| <b>SENIOR STAFF REPORT REVIEW</b> | <b>INITIALS:</b><br>                |
| <b>APPROVED BY CAO</b><br>        |                                     |

## Staff Report

### Origin

This report from the Animal Protection Services department provides information and statistics on the activities of the Richmond Animal Shelter, as well as the animal control operations and administrative functions related to animal protection within Richmond.

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

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

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

#### Animal Protection Services 2023 Highlights

Throughout 2023, key areas for staff included the publication of educational materials and awareness campaigns, addressing complaints and inquiries and efforts to verify the status of dog license accounts in arrears. Additionally, staff administer the BC SPCA contract for sheltering and enforcement services, furthering collaboration to streamline and enhance efficiency in delivering animal and related enforcement services within Richmond.

In collaboration with the BC SPCA, staff engaged the community through various initiatives, including:

- Public education campaigns encouraged pet owners to join the BC Pet Registry Program and emphasized the importance of pet first aid kits. Seasonal campaigns covered responsible pet ownership topics such as the dangers of leaving dogs in hot vehicles, dangerous dog education and snow and ice mindfulness for dogs.
- Active participation in city events like Public Works Open House to promote warm-weather pet care tips.
- Installation of a new public art piece titled "Leaping Home" at the front of Richmond Animal Shelter. As well as the installation of new community public art created by Richmond High students inside the shelter as part of the annual art engagement program.
- BC SPCA staff conducted training sessions with Richmond RCMP informing frontline members about best practice for handling large dogs and recognizing animal care indicators when encountering pet owners.

In 2023, the total number of licensed dogs was 7,590. This figure is in line with the three-year average of 7,661 licenses. Staff made significant efforts to address accounts in arrears and at the end of the 2023 licensing period, there were only 120 outstanding accounts. This reflects a 71% (418) reduction compared to the 2022 renewal cycle. As of January 16, 2024, approximately 3,700 dog licences have been renewed representing 48% percent of prior licenses holders.

Efforts made in 2023 to address dog licenses that had not been renewed contributed to a decrease in violation incidents during the canvassing seasons from April through October. This is reflected in Figure 1 below. 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 policy contributes to greater overall compliance when enforcement staff encounter unlicensed dogs in Richmond.

Figure 1: Animal Protection Services Violation Issuance Comparison

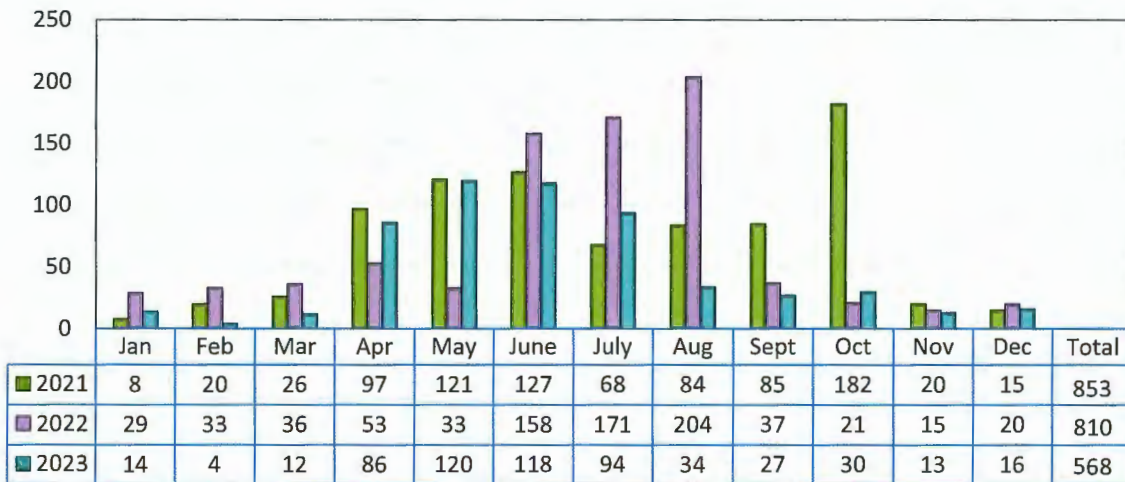
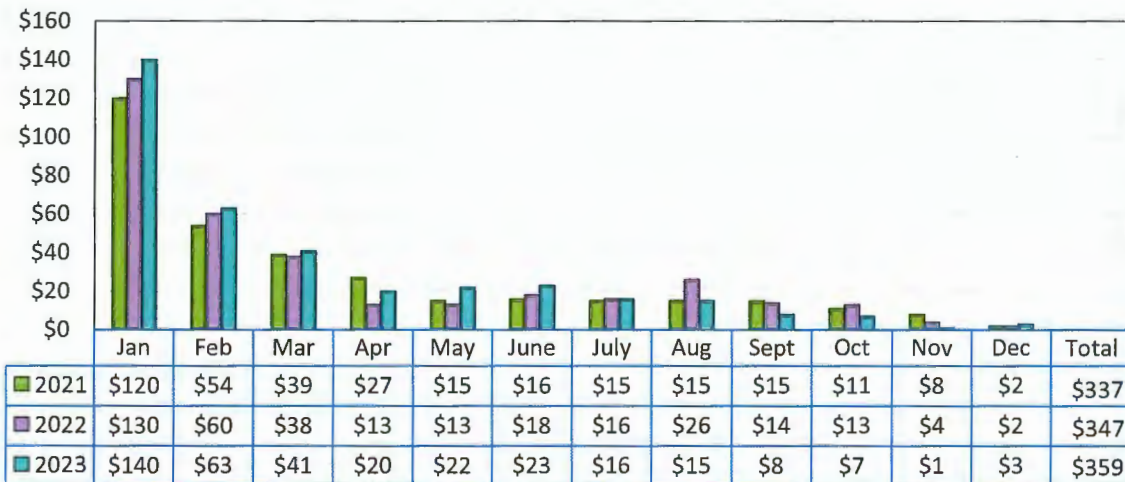
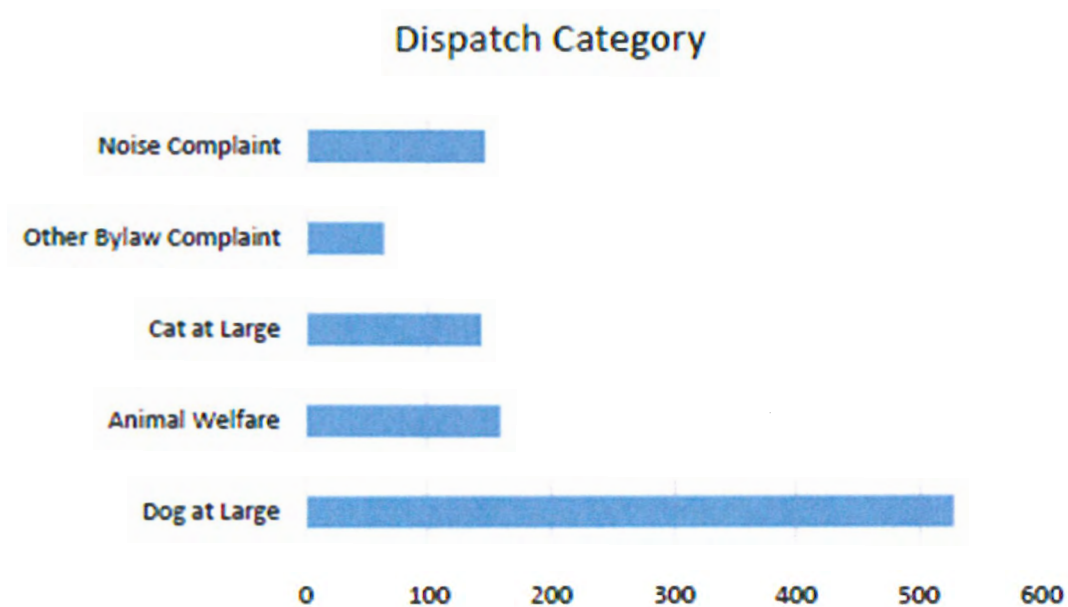


Figure 2: Animal Protection Services Revenue Comparison (000's)



In 2023, BC SPCA Officers responded to 2,344 calls for service pertaining to a range of animal control and dog licencing violations. Animal control officers also engaged in a total of 391 park patrols covering numerous parks, dikes and school grounds. In addition to the standard patrol locations of Garry Point, Garden City Park and MacDonald Beach, due to public feedback, Tait Waterfront Park, Terra Nova Rural Park and Grauer Elementary were hotspots accounting for a combined 70 park patrols. Figure 3 below highlights the top five calls for services received for BC SPCA investigation in 2023.

Figure 3: BC SPCA - 2023 Calls for Service



In addition to the calls for service noted above, Animal Control Officers responded to 107 dog bite calls in 2023. These calls require thorough investigations and analysis of the incidents to determine the facts of the complaint and the issuance of the appropriate violations or declaration of dangerous dog status as required. A total of 30 complaints regarding animals in hot vehicles were received in the past year, resulting in 18 violations being issued.

#### Richmond Animal Shelter Activity

A total of 587 adoptions and 203 redemptions took place at the Richmond Animal Shelter in 2023. In addition, officers responded to and retrieved 621 DOA domestics or wildlife animals in the community. The shelter operator also:

- Offered support to wildlife rehabs and the provincial government through the bird flu Highly Pathogenic Avian Influenza pandemic in spring 2023 by transporting live and deceased birds;
- Provided guidance to the public on coyote-human interactions and humane harassment;
- Provided free emergency boarding for animals in need in Richmond after emergency incidents;

- Distributed pet food and supplies in the community to citizens in need of support.

Administrative Staff Activity

Animal protection staff received a total of 3,565 calls from the public in 2023. 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.

Revenue and Expenses

The Animal Protection Services department derives revenue from dog licences and fines as shown in Table 1. Table 2 highlights Animal Protection Services revenue and expenses for December YTD. The zero figures in the Budget and Actual columns in Table 1 below were due to advance 2024 dog licencing payments. These deferred payments will be accounted for in the 2024 monthly reports. Staff efforts to ensure dog license accounts are in good standing resulted in surpassing the budgeted figure for dog licenses in 2023 by 17%.

Table 1: Animal Protection Services Revenue by Source

| Program Revenue      | Budget Dec 2023 | Actual Dec 2023 | YTD Budget Dec 2023 | YTD Actual Dec 2023* |
|----------------------|-----------------|-----------------|---------------------|----------------------|
| Dog Licences         | 0               | 0               | 255,100             | 297,419              |
| Fines                | 405             | 2,650           | 10,200              | 61,665               |
| <b>Total Revenue</b> | <b>405</b>      | <b>2,650</b>    | <b>265,300</b>      | <b>359,084</b>       |

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

Table 2: Animal Protection Services Revenue and Expenses

|                              | YTD Budget Dec 2023 | YTD Actual Dec 2023* |
|------------------------------|---------------------|----------------------|
| Revenue                      | 265,300             | 359,084              |
| Expenses                     | 1,617,000           | 1,786,298            |
| <b>Net Revenue (Expense)</b> | <b>(1,351,700)</b>  | <b>(1,427,214)</b>   |

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

**Financial Impact**

None.

## **Conclusion**

Staff administer a wide range of bylaws and programs related to animal protection and shelter operations, which includes patrols public parks and school grounds, dog licencing and animal control. This report provides a summary of enforcement and administrative activity that occurred in 2023, including revenue and expenses.



Geoffrey Bramhill  
Acting Manager, Animal Protection Services and Contract Administration  
(604-276-4136)



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** January 19, 2024  
**From:** Mark Corrado **File:** 12-8060-01/2024-Vol  
 Director, Community Bylaws & Licencing 01  
**Re:** **Property Use and Parking Enforcement Activity Report – 2023 Year in Review**

### Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Activity Report – 2023 Year in Review”, dated January 19, 2024, 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<br>Engineering | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |                                |
| <b>SENIOR STAFF REPORT REVIEW</b> | INITIALS:<br>  | <b>APPROVED BY CAO</b><br>     |



**Staff Report**

**Origin**

This annual review report for Property Use and Parking Enforcement of Community Bylaws provides information and statistics on the calls for service and bylaw enforcement actions regarding to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement.

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.*

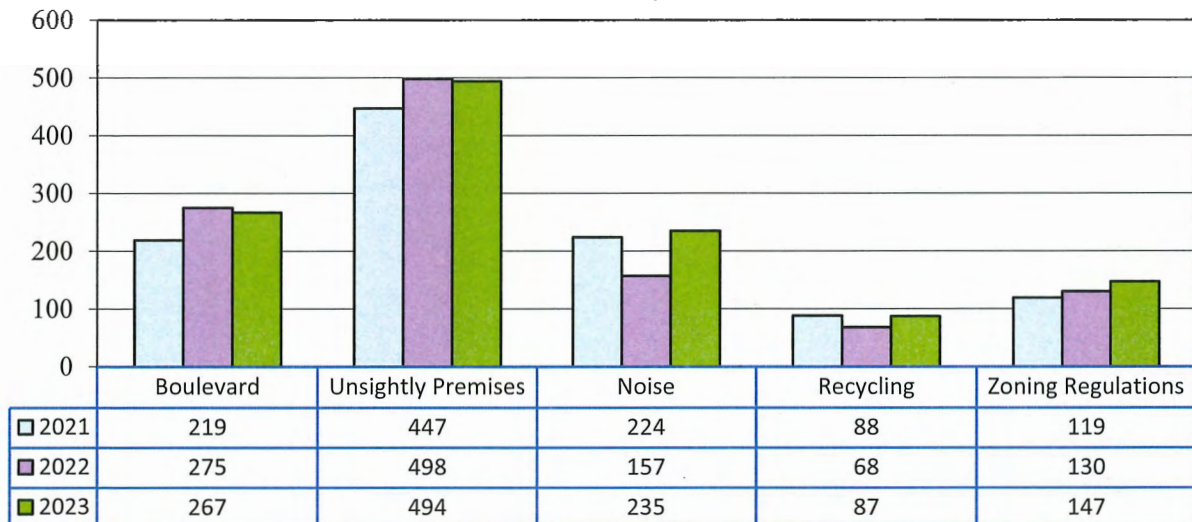
*3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

**Analysis**

Property Use Calls for Service

Figure 1 (below) highlights the top five most common calls for service received by staff. These five categories represent over half of the 2,241 property use calls for service received in 2023. Overall, property use calls for service increased by 38 percent (1618) when compared with total calls for service in 2022.

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



In 2023, calls related to unsightly premises and boulevard maintenance were consistent with the three year-average. Noise-related calls, however, were slightly above the three-year average of

205. This increase can be attributed to calls related to: mechanical noise, construction during prohibited hours and general complaints. Zoning related calls increased slightly driven by files regarding businesses operating contrary to permitted zoning. In all cases, staff investigate and seek 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

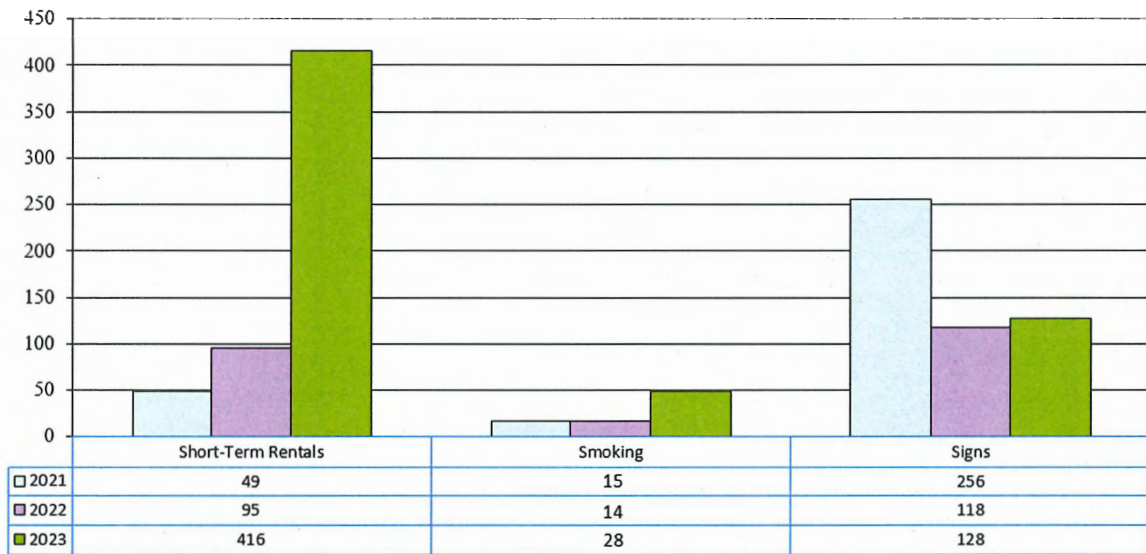


Table 1: Pre-pandemic Short-Term Rental Calls for Service

| Year | Calls for Service |
|------|-------------------|
| 2018 | 282               |
| 2019 | 179               |
| 2020 | 65                |

\*Figures represent the total calls received up to the end of December in the given year.

The above increases in short-term rental calls for service can be attributed to the work of two dedicated temporary full-time staffing resources. They respond to calls received from the public, as well as monitor short-term rental platforms to conduct proactive investigations for compliance. At the same time, the City has been an active participant in Provincial enforcement strategic and technical working groups related to short term rental enforcement. It is anticipated that by late spring to the summer of 2024 new information sharing systems between the Province and local governments will be available to assist enforcement efforts. Smoking-related calls increased slightly and were generally related to smoking on private property. Signage related calls cover a variety of potential non-compliance and, in 2023, the most common call was related to real estate signage.

Complex Files and Major Calls for Service

In 2023, there was a statistically significant increase in resource-intensive complex files and major calls for service as shown in Table 2 below.

Table 2: Resources Intensive Calls for Service

| Call Type                               | 2023 Total | 2022 Total |
|---|------------|------------|
| Encampments                             | 129        | 61         |
| Parking w/t nexus to housing insecurity | 154        | 11         |

The files highlighted in Table 2 pertain to homeless encampments and parking-related calls that can be associated to those with insecure housing. Both types of files present complexities that are time-consuming and require unique investigative/monitoring measures. Various agencies and City departments are engaged in handling these files, which can encompass individual or temporary encampments as well as large-scale and entrenched ones. Due to the potential safety-related issues, multiple staff members must be dispatched to address these calls. Moreover, an elevated number of these encampments were located on Provincial or Federal government land, contributing to the jurisdictional and legal complexities associated with these files.

An example of successful efforts involving multi-departmental and jurisdictional coordination was an initiative addressing the encampment of 21 recreational vehicles located along the 13000 block of Vulcan Way. Staff from multiple departments and agencies initiated efforts in early January 2023, concluding the operation four months later in April, after 18 of the 21 vehicles voluntarily decamped from the location. The efforts to connect individuals residing in the area with social support systems required extensive background information gathering, numerous visits to build rapport and referrals to address a range of issues preventing the decamping of some of the RVs. Since the file concluded, this area was and will continue to be regularly monitored by staff until it is no longer deemed a hotspot. Preventative environmental design measures have been implemented including signage which has been refreshed or installed indicating the off-street parking regulations for the area.

When addressing files that involve engagement with individuals that may be experiencing mental health or addictions issues, staff work closely with the Richmond RCMP’s Fox-80 Mental Health Unit and Vulnerable Persons Unit.

The City employs a “wrap-around” approach to the above complex files, which is overseen by the Joint Operations Team (JOT). This committee is comprised of various internal and external stakeholders from multiple departments and agencies. The JOT above all played a critical role in information sharing across a number of disparate secure systems.

In 2023, Council approved the addition of four new bylaw officer resources to assist with complex and resource-intensive calls for services related to individuals experiencing homelessness. These additional level resources approved by Council will supplement the City’s comprehensive efforts to support individuals experiencing homelessness or at risk of

experiencing homelessness without having to “de-prioritize” less pressing responses thereby resulting in an overall improvement of service levels across community safety concerns.

Grease

In December, staff conducted 27 grease trap inspections. These inspections are primarily proactive and serve to ensure the safe handling of grease products. In 2023, a total of 503 inspections took place. In 2021, the City hired additional temporary full-time staff to help catch-up on grease inspections that were impacted by the pandemic due to restaurant closures and adjusted business hours. As such, the number of grease inspections that were completed in 2021 and 2022 was significantly greater than the typical number of annual inspections. The number of grease inspections completed in 2023 is consistent with pre-pandemic levels, and positions the City well for future grease initiatives.

Future reporting in 2024 on information related to grease inspections will be provided to the Public Works and Transportation Committee for full reporting transparency and operational efficiency as the Engineering Planning department has provided funding and oversight of the grease management inspections program and staff since 2018.

Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 42 site inspections in the month of December, a total of 565 site inspections occurred in 2023.

The past year was the second full year with the adoption of Soil Deposit and Removal Bylaw No. 10200. This bylaw strengthened the pre-existing regulatory framework related to soil movement in the City and increased fees and penalties. In April of 2023, Council approved the hire of a temporary full-time Soil Bylaw Officer. This additional resource contributed to a statistically significant increase in enforcement activity related to the Soil bylaw as reflected in Tables 3 and 4. Moreover, this new Soil Bylaw Officer contributed to an increase in the number of outstanding properties being brought into compliance.

As of the end of December 2023, there were 28 deposit proposals under various stages of the application process. Staff are monitoring 10 approved sites and are currently addressing 27 properties that are considered non-compliant.

Table 3: Regulation of Soil Deposit/Removal – 2023 and 2022 Permits

| <b>Applications and Permit Activity</b>    | <b>2023 Total</b> | <b>2022 Total</b> |
|--|-------------------|-------------------|
| Soil Deposit/Removal Applications Received | 10                | 18                |
| Permits Issued                             | 13                | 10                |

Table 4: Soil Bylaw Enforcement for 2022 and 2023

| Enforcement Activity                             | 2023 Total | 2022 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         |

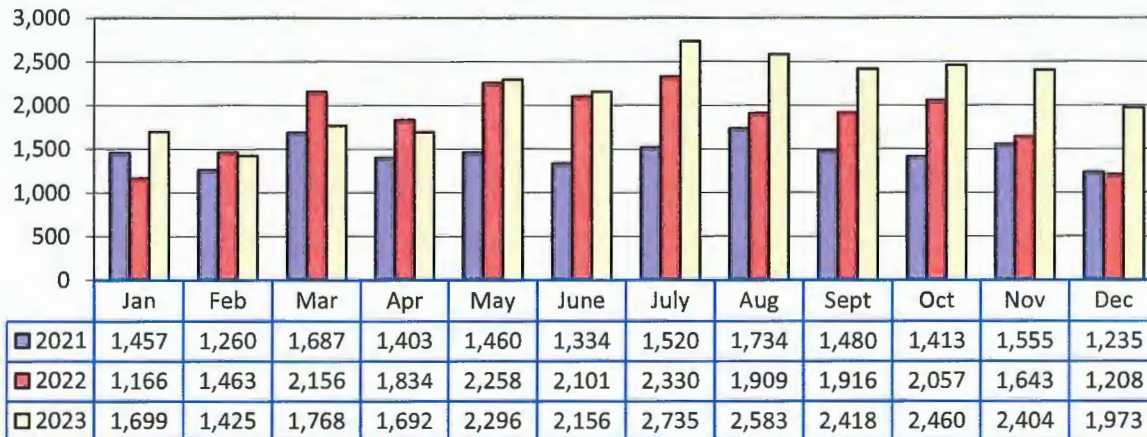
Parking Enforcement

For the month of December, staff received 269 calls for service for parking and traffic related concerns, a six per cent decrease (287) from the same period last year. In 2023, staff received 3,691 parking related calls for service, a 23 percent increase (3,013) from 2022. The aforementioned parking calls for service are concerns sent to Bylaw Enforcement and not to proactive patrols. Parking revenue and ticket issuance comparisons are listed in Figures 3 and 4.

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



Figure 4: Parking Violation Issuance Comparison



When compared to 2022, annual parking revenue has increased by 21 percent, accompanied by a 17 percent increase in parking violation issuances. Multiple factors contribute to these increases in violation issuances and revenue. Significant contributors include the regular deployment of one license plate recognition vehicle (LPR), enhancing efficiency for staff to address proactive sites such as school patrol enforcement. The data generated by the LPR unit enables the creation of data-informed patrol routes.

With the increase in the volume and accuracy of this real enforcement data, staff can now identify enforcement hotspots and target these geographical areas for proactive patrols. In addition to increasing revenue, LPR has enabled efficient redeployment of Bylaw parking enforcement resources around priority safety areas such as increased school patrols. Lastly, the filling of vacancies and an overall increase in calls for services have contributed to the noted revenue and service response increases summarized in the charts above.

The annual figures from the past three years are highlighted in Table 5.

Table 5: Parking Enforcement Activity – Annual Figures

| Year | Parking Violations | Parking Enforcement Revenue (000's) |
|------|--------------------|-------------------------------------|
| 2021 | 17,538             | \$ 1,323                            |
| 2022 | 22,047             | \$ 1,635                            |
| 2023 | 25,876             | \$ 1,971                            |

Ticketing

Bylaw ticket issuance by offence type for the month of December and year-to-date are highlighted in Table 6 below.

Table 6: Community Bylaw Violations

| Ticket Issuance (BVN's & MTI's)    | December  | YTD        |
|------------------------------------|-----------|------------|
| Short-Term Rental Offences         | 11        | 575        |
| Soil Deposit and Removal Offences  | 0         | 132        |
| Watercourse Protection Offences    | 0         | 1          |
| Unightly Premises Offences         | 2         | 14         |
| Noise Offences                     | 1         | 20         |
| Solid Waste and Recycling Offences | 0         | 0          |
| Parks Offences                     | 0         | 5          |
| Sign Offences                      | 2         | 75         |
| Watering Offences                  | 0         | 65         |
| <b>Totals</b>                      | <b>16</b> | <b>887</b> |

Generally, violation issuance and other enforcement actions are reserved for files where there is a history of offences, or deadlines to come into compliance have lapsed. The increase in short-term rental (STR) violations underscores the efforts of two temporary full-time staff assigned to investigate this file type. As indicated in Table 4 above, the addition of a temporary soil bylaw

officer also contributed to the overall increase in inspections, resulting in a rise in soil-related violation notices as well as improved compliance. Among the violations reported in Table 5, issuances increased by 603% from 2022 (126). Together, these additional resources are having a significant impact on achieving compliance and addressing non-compliance to address a wide range of community bylaws. The past year represented the largest number of property use violations issued since the recording of this data.

Bylaw Adjudication

In 2023, 4 adjudication sessions were held. A total of 48 violation notices were reviewed by a provincial adjudication, with 39 upheld and nine were dismissed. The disputed violation notices span a range of violation types with the majority of disputes relating to parking offences. There were nine short term rental related violations disputed, all were upheld.

Revenue and Expenses

Revenue in Property Use is primarily derived from permits, tickets and court fines related to bylaw prosecutions. The actual amount collected each month can vary depending on the timing of court rulings and ticket payments.

The decrease in budgeted revenue generated from newspaper box permits is a result of a broader shift away from print media. In late 2023, the Richmond News ceased print publications and this vendor was a major subscriber for newspaper box permits. The positive variance for Bylaw fines can be attributed to short-term rental violations and other infractions referenced in Table 6.

Based on the analysis of the revenue trends, staff have made appropriate adjustments to the 2024 budget projections.

Table 7: Property Use Revenue by Source

| Program Revenue                            | Budget<br>Dec 2023 | Actual<br>Dec 2023 | YTD Budget<br>Dec 2023 | YTD Actual<br>Dec 2023* |
|--|--------------------|--------------------|------------------------|-------------------------|
| False Alarm                                | 4,750              | 132                | 57,000                 | 25,776                  |
| Towing Permits                             | 352                | 684                | 16,700                 | 24,614                  |
| Newspaper Box Permits                      | 0                  | 0                  | 7,362                  | 5,616                   |
| Soil Permit Application<br>and Volume Fees | 2,194              | 1,024              | 96,938                 | 40,000                  |
| Other Bylaw Fines                          | 1,609              | 4,500              | 76,500                 | 173,355                 |
| <b>Total Revenue</b>                       | <b>8,905</b>       | <b>6,340</b>       | <b>254,500</b>         | <b>269,361</b>          |

\* 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 8. Overall, total parking revenue closely aligns with the budgeted expectations. This can be attributed to an increase in overall calls for service, the adoption of new enforcement technologies and strategic staff deployment.

Table 8: Parking Revenue by Source

| Program Revenue                | Budget Dec 2023 | Actual Dec 2023 | YTD Budget Dec 2023 | YTD Actual Dec 2023* |
|--------------------------------|-----------------|-----------------|---------------------|----------------------|
| Contract Revenue <sup>1</sup>  | 5,000           | 5,000           | 60,000              | 60,000               |
| Filming Revenue                | 0               | 0               | 0                   | 12,503               |
| Parking Revenue <sup>2</sup>   | 170,675         | 185,436         | 2,048,100           | 1,971,455            |
| Receivable Income <sup>3</sup> | 0               | 0               | 100,000             | 33,291               |
| Other Bylaw Fines              | 0               | 0               | 0                   | 200                  |
| <b>Total Revenue</b>           | <b>175,675</b>  | <b>190,436</b>  | <b>2,208,100</b>    | <b>2,077,449</b>     |

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

Table 9 outlines the net revenue and expenses for both Property Use and Parking.

Table 9: Property Use and Parking Revenue and Expenses

|                     |                              | YTD Budget December 2023 | YTD Actual December 2023* |
|---------------------|------------------------------|--------------------------|---------------------------|
| <b>Property Use</b> | Revenue                      | 254,500                  | 269,361                   |
|                     | Expenses                     | 1,500,700                | 1,189,994                 |
|                     | <b>Net Revenue (Expense)</b> | <b>(1,246,200)</b>       | <b>(920,633)</b>          |
| <b>Parking</b>      | Revenue                      | 2,208,100                | 2,077,449                 |
|                     | Expenses                     | 1,622,000                | 1,728,859                 |
|                     | <b>Net Revenue (Expense)</b> | <b>586,100</b>           | <b>348,590</b>            |

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

**Financial Impact**

None.

**Conclusion**

Staff administer and enforce a wide range of bylaws related to land use, unsightly premises, short-term rentals, soil, noise, parking permit issuance and enforcement. This report provides a summary of activities and complex operations in 2023, including revenue and expenses. In 2023, through consistent fiscal management and operational oversight, the department was able to

<sup>1</sup> City Towing Contract with Rusty's towing

<sup>2</sup> Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

<sup>3</sup> Receivable Income consists of Night Market Recoveries



January 19, 2024

- 10 -

achieve an overall reduction in expenses resulting in a net revenue of nearly \$350,000 in a year where the City experienced an unprecedented year for bylaw enforcement related activity.



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



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** January 19, 2024  
**From:** Mark Corrado **File:** 12-8060-01/2024-Vol  
 Director, Community Bylaws & Licencing 01  
**Re:** **Business Licence Activity Report – 2023 Year in Review**

### Staff Recommendation

That the staff report titled “Business Licence Activity Report – 2023 Year in Review”, dated January 19, 2024, 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 |
| Economic Development<br>Finance Department | <input checked="" type="checkbox"/><br><input checked="" type="checkbox"/> |                                |
| <b>SENIOR STAFF REPORT REVIEW</b>          | INITIALS:<br>  | <b>APPROVED BY CAO</b><br>     |

## Staff Report

### Origin

This report provides an update of business licence activity in 2023 along with a fourth quarter update of activities in the City of Richmond.

This report supports Council’s Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

*2.5 Work collaboratively and proactively to attract and retain businesses to support a diversified economic base.*

This report supports Council’s Strategic Plan 2022-2026 Focus Area #4 Responsible Financial Management and Governance:

*4.2 Seek improvements and efficiencies in all aspects of City business.*

### Analysis

#### Business Licence Revenue

The total revenue collected in 2023 was \$4,488,836 which represented an eight percent increase when compared to total revenue in 2022. Total revenue increased due to an increase in business licence revenue as well as enforcement related revenue. Business licence revenue is one of multiple indicators of economic health in Richmond. Table 1 shows total business licence revenue from 2020 to 2023.

Table 1: Total Business Licence Revenue for the 2020 to 2023

|         | 2020         | 2021         | 2022         | 2023*        |
|---------|--------------|--------------|--------------|--------------|
| Revenue | \$ 4,161,591 | \$ 4,162,514 | \$ 4,162,709 | \$ 4,488,836 |

\*Information may change subject to year-end adjustments and audit.

#### Application Processing

The licencing application process is a crucial step since it confirms whether the businesses have the required approvals from agencies that regulate health, safety and other municipal, provincial or federal requirements. Staff oversee this process with thoroughness and efficiency. Staff use the following measures of performance:

- **“Valid Licences”** are the number of businesses with valid licences.
- **“Expired Licences”** are the number of businesses that have not paid to renew their licence within 60 days of being sent an invoice. Staff follow up with these businesses regarding the outstanding licencing fees and confirm whether they are permanently closed.
- **“Pending/Change Applications”** are businesses that have applied for a new licence or a change request of an existing licence, but are waiting for their applications to be processed. Staff work to keep this number low by prioritizing these applications.

- **“Total Licences”** are the total number of business licences that are valid, expired (and being checked) and under application review.

Table 2 shows the total number of business licences and their status for 2022 and 2023. These statistics are measured quarterly, as opposed to annually, as the numbers fluctuate throughout the year due to a variety of factors, including shifting numbers of daily application submissions, premise alteration requisitions, change requests or businesses permanently closing. The figures listed in Table 2 do not include licences deemed inactive.

Table 2: Number and Status of Business Licences in 2022 and 2023

|                             | 2022<br>Q1 | 2022<br>Q2 | 2022<br>Q3 | 2022<br>Q4 | 2023<br>Q1 | 2023<br>Q2 | 2023<br>Q3 | 2023<br>Q4 |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Valid Licences              | 13,662     | 13,848     | 13,340     | 13,574     | 13,164     | 13,212     | 13,607     | 14,245     |
| Expired Licences            | 1,034      | 1,313      | 2,281      | 2,139      | 2,340      | 2,687      | 2,590      | 1,965      |
| Pending/Change Applications | 741        | 685        | 771        | 575        | 1,040      | 950        | 882        | 816        |
| Total Licences              | 15,437     | 15,846     | 16,392     | 16,288     | 16,544     | 16,849     | 17,079     | 17,027     |

In Q4 of 2023, total licenses increased by four and a half percent (739) when contrasted with Q4 2022. In the same period, there was an eight percent decrease (174) in expired licenses.

In May 2023, a temporary full-time license inspector role was introduced to investigate unpaid business licenses. From May to the end of December 2023, this role investigated 480 businesses, determining 269 were in operation but in arrears and 211 had closed down. Payment for the 269 business in arrears was collected and approximately 100 bylaw violation notices were issued for operating without a valid business license.

The expired licence category remains a key focus area for staff while balancing the administrative intake of new pending/change applications. Staff continue to work diligently to address pending/change applications on an on-going basis when they are received by the City in-person or via the MyBusiness portal. Progress has been made in reducing this figure and re-categorizing licences to their appropriate status.

Table 3: New Business Licences from 2020 to 2023

|              | 2020 | 2021 | 2022 | 2023 |
|--------------|------|------|------|------|
| Total Issued | 1271 | 1467 | 1660 | 1971 |

The number of new business licences issued in 2023 saw a 19 percent (311) increase when contrasted with 2022. This is a positive indicator of economic health, especially as businesses continue to face inflationary pressures and other economic challenges and contributes to the increase of total licensees referenced in Table 2.

Inactive licenses encompass various conditions, including businesses in invoiced status that, upon verification, have ceased operations. This also includes home occupation businesses that

may have stopped operating or moved out of Richmond. Inactive licences are not included in any of the licences categories listed in Table 2. The total number of inactive licences in 2023 decreased by 763 (44%) from 2022. While fluctuations in the total number of inactive licences can be caused by a variety of factors a substantial decrease is indicative of economic health.

Table 4: Inactive licences for 2020 to 2023

|                   | <b>2020</b> | <b>2021</b> | <b>2022</b> | <b>2023</b> |
|-------------------|-------------|-------------|-------------|-------------|
| Inactive Licences | 2104        | 1787        | 1715        | 952*        |

\*Information may change subject to quarterly review of licences status

**Business Licence Enforcement**

In 2023, a total of 442 tickets were issued by staff. Offences relating to the Sign Regulation Bylaw 9700 are also included in the ticket figure noted above, as were violation notices issued for operating contrary to a license conditions. Businesses operating without a valid licence are initially given a warning and provided with steps to achieve compliance. If a follow-up inspection reveals continued non-compliance, a bylaw violation notice is issued.

The increase in fine revenue is the result of staff investigating businesses that continue to operate while non-compliant, or licence holders operating contrary to their license, including boarding and lodging licenses.

Table 5: Total Business Licence Enforcement Revenue 2021 to 2023

|                      | <b>2021</b> | <b>2022</b> | <b>2023</b> |
|----------------------|-------------|-------------|-------------|
| Revenue from Tickets | \$ 16,575   | \$ 15,700   | \$ 100,175  |

**2023 Highlights**

The City pivoted to proactive and targeted management of expired licences by hiring temporary staff, which resulted in increased revenue, reduced non-compliance and a more accurate record of businesses in Richmond. Staff will be reviewing the efficacy and business case for this approach in 2024.

The City’s MyBusiness portal, which went live in July 2022, enabled business license applicants/holders to renew, submit, or modify existing licenses in an efficient and effective manner. Through 2023, the MyBusiness portal was instrumental in providing a higher service level to the public who now have the ability to access this system remotely and on a 24/7 basis.

**Financial Impact**

None.

## **Conclusion**

This report provides an update to the Community Safety Committee on the number of business licences and revenue collected by the Business Licencing Department for 2023. Revenues overall in 2023 have increased compared to 2022. The increased number of valid licences in the fourth quarter of 2023 is a positive indicator of overall economic health given the challenging business climate, as well as staff efforts to follow up on outstanding businesses. A primary focus of staff for 2024 is to concentrate on processing applications and investigating expired licences to determine their appropriate status.



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



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** January 16, 2024  
**From:** Cecilia Achiam **File:** 12-8275-11/2024-Vol 01  
 General Manager, Community Safety  
**Re:** **Options for Enforcement of Escort Services and Body Rub Studios**

### Staff Recommendation

1. That Option 2 as described in the staff report titled "Options for Enforcement of Escort Services and Body Rub Studios" dated January 16, 2024 from the General Manager, Community Safety be endorsed;
2. That staff amend the Business Licence Bylaw 7360, the Business Regulation Bylaw No. 7538, the Municipal Ticket Information Authorization Bylaw No. 7321, and the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122.

Cecilia Achiam  
 General Manager, Community Safety  
 (604-204-8673)

| REPORT CONCURRENCE                |                                     |
|-----------------------------------|-------------------------------------|
| <b>ROUTED TO:</b>                 | <b>CONCURRENCE</b>                  |
| Law                               | <input checked="" type="checkbox"/> |
| <b>SENIOR STAFF REPORT REVIEW</b> | <b>INITIALS:</b><br>CA              |
| <b>APPROVED BY CAO</b><br>        |                                     |

## Staff Report

### Origin

At the November 15, 2023 Community Safety Committee meeting, staff received the following referral:

*That staff come back with a plan using City Bylaws regarding property use and business licences to deal with escort services, and above and below ground body rubs.*

This report responds to the above resolution and recommends amending the Richmond Business Licences Bylaw No. 7360, Business Regulation Bylaw No. 7538, the Richmond Municipal Ticket Information Authorization Bylaw No. 7321 and the Richmond Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122. The purpose of these amendments is to increase the efficiency and effectiveness of the ticketing process for bylaw violations related to body rub studios.

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 partnership and proactive programs.*

### Findings of Fact

The Richmond Business Licence Department investigates bylaw violations in relation to licenced or "above ground" escort services and body rub studios. The City enforces bylaws, such as the Richmond Business Licence Bylaw 7360, the Richmond Business Regulation Bylaw 7539 and the Richmond Zoning Bylaw 8500, by issuing bylaw violation tickets and fines. However, the City does not have jurisdiction to enforce matters under the *Criminal Code's* purview.

The RCMP has jurisdiction to enforce *Criminal Code* offences. Unlicenced or "below ground" sex work falls within the scope of the *Criminal Code* and is hence subject to investigation by the RCMP. Under section 286.1(1) of the *Criminal Code*, it is an offence for individuals to obtain sexual services for consideration, or to communicate with anyone to obtain sexual services for communication. Under section 286.2(5)(e) of the *Criminal Code*, it is an offence to own or manage commercial enterprises where sexual services can be purchased.

### Analysis

#### Bylaw Enforcement

In June 2000, the City introduced a comprehensive bylaw enforcement regime for licenced body rub studios. This was achieved by amending the Richmond Business Regulation Bylaw to include the following provisions: prohibit licenced body rub studios from operating beyond permitted hours; prohibit the use of locking devices on room doors; require all room doors to have windows and for the windows to be unobstructed; and prohibit staff from wearing outer garments that do not cover the body between the neck and the knee.



Currently, the City of Richmond continues to have one of the most comprehensive regulatory regimes in the Province for licenced escort services and body-rub studios. Richmond's Business Licence Bylaw No. 7360 defines "*Escort Services*" as "any person providing escorts for social occasions" and defines "Body-Rub Studios" as "any premises or part of such premises where a body-rub is performed, offered or solicited." The Richmond Zoning Bylaw 8500 states that Body Rub Studios do not include premises where persons who are licenced and registered under provincial statutes governing medical, therapeutic or massage activities, offer services that manipulate, touch or stimulate a person's body, such as physiotherapy and therapeutic touch therapy.

Currently, there are six licenced Body Rub Studios in Richmond. The last application for a new Body Rub Studio licence occurred in 2008. There are no current licenced Escort Services and the last licenced Escort Services expired in 2015.

The Business Licence department has issued 13 tickets under the City's Municipal Ticket Information (MTI) Authorization Bylaw 7321 for bylaw violations related to Body Rub Studios in the past six months. Fines for MTI infractions are limited to \$1,000 and are comparatively less efficient than issuing Bylaw Violation Notices (BVN) under the Bylaw Violation Dispute Adjudication Bylaw No. 8122.

The most recent operation involving Body Rub Studios was conducted on January 12, 2024. The City conducted a joint Business Licence/RCMP investigation on the six licenced Body Rub Studios to verify that they were operating according to the conditions outlined in the Business Regulation Bylaw No. 7538. As a result of this joint Business Licence/RCMP operation, the City issued eight MTIs for non-compliance under the Business Regulation Bylaw. Since there was no evidence of *Criminal Code* violations during the operation, the Richmond RCMP did not intervene.

#### Richmond RMCP

The Richmond RCMP has aligned and committed their investigative approaches that regulate sex work with evidence-based and effective standards.

The investigation of major illegal sex work enterprises remains a policing concern due to the possible nexus to sexual assault, human trafficking, organized crime and child or youth sexual exploitation. Considerable research and police experience have shown that these serious investigations should not begin with the premise of targeting the sex workers themselves but rather those that have been alleged to victimize them. This harm reduction approach is endorsed in the "Sex Work Enforcement Guidelines & Principles" developed by the British Columbia Association of Chiefs of Police (BCACP).

The RCMP's harm reduction approach also involves officers from the Plainclothes Unit regularly conducting outreach with sex worker advocacy groups. The objectives of the outreach efforts are two fold: to ensure there is adequate trust between sex workers and police; and to gather information regarding threats and risks experienced by sex workers.

Investigations into serious crimes against sex workers are often complex and involve multiple agencies. For example, sex workers may be human trafficking victims who are immigrants or visitors to Canada involved in the sex trade either voluntarily or under coercion. These victims often

return to their home countries and avoid court participation when the police intervene. In addition, due to the stigma associated with being sex workers, witnesses' and victims' fears often result in sex workers being hesitant to ask for help or cooperate with police investigations. To address these investigative challenges, the RCMP's Provincial Integrated Child Exploitation Unit is engaged in providing education awareness and assistance to law enforcement and partner agencies on sexual exploitation. Occasionally, the Combined Forces Special Enforcement Unit must also be engaged when there is credible evidence of a nexus to organized crime.

Investigations into major criminal sex work enterprises are often led by the Richmond Serious Crimes Unit (SCU), which has the mandate to investigate human trafficking and sexual exploitation activities. Below are major cases involving human trafficking and sexual exploitation that were investigated by the SCU:

- In 2019, source information led to an investigation involving a sex worker in a consensual business relationship who was later assaulted, their movements were controlled and they were forced to have sex with multiple clients a day. An individual was identified and convicted of uttering threats and assault with a weapon;
- In 2021, a witness advised that they were being human trafficked by an organized crime group in Richmond and were forced to consume drugs, threatened and exploited to do sex work. An investigation was launched and charges were forwarded to Crown counsel in 2023, recommending charges against three persons for human trafficking; and
- In 2023, source information led to an investigation of an individual held against their will and forced to do sex work. Police attended the location, forced the door open and found an individual who stated they were not under duress and were there voluntarily. No charges were laid.

### Options for Consideration

#### *Option 1 - Maintain the Current Enforcement Model*

The existing City bylaws are adequate in their scope to enforce regulations around licenced Escort Services and Body Rub Studios and the police enforcement model strictly adheres to the recommended practices delineated in academic research as well as the BCACP guidelines. Staff will continue to conduct joint Business Licence/RCMP operations on the six licenced Body Rub Studios. The Richmond RCMP will continue to investigate serious crimes against sex workers as per the harm reduction model.

#### *Option 2 - Strengthen the Current Bylaw Enforcement Model (Recommended)*

In addition to maintaining the existing bylaw regulatory framework and enforcement model outlined in Option 1, it is recommended that the fines for the Municipal Ticketing Information (MTI) offences related to Body Rub Studios be increased. Currently, staff can only issue MTI tickets for bylaw violations involving licenced Escort Services and Body Rub Studios.

Amending the bylaws to grant staff the option to issue BVNs presents a more efficient approach given that BVNs are not part of Provincial Court proceedings. Amendments will be required for four bylaws to enhance the effectiveness of the ticketing process for violations related to Body

Rub Studios regulated by City bylaws including the Business Licence Bylaw No. 7360; the Business Regulation Bylaw No. 7538; the Municipal Ticket Information Authorization Bylaw No. 7321; and the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122.

As noted earlier in this report, there have been no licenced Escort Services since 2015. The Richmond's Business Licence Bylaw No. 7360 defines "*Escort Services*" as "any person providing escorts for social occasions." To avoid unintended confusion, staff recommend amending City bylaws to remove the anachronistic business licence sub-category "*Escort Services*" from the Business Licence Bylaw No. 7360, the Business Regulation Bylaw 7538, and the Municipal Ticket Information Authorization Bylaw No. 7321.

Under this enhanced regime, staff will continue to monitor and perform regular enforcement, collect data, and report the findings back to the Community Safety Committee in one year.

*Option 3 - Prohibit Body Rub Studios under the Zoning Bylaw and Not Issue New Business Licences for Body Rub Studios in New Locations Going Forward*

Option 3 includes the proposed amendments under Option 2 as well as an amendment to the Richmond Zoning Bylaw 8500 with the objective of prohibiting new business licences for Body Rub Studios at new locations. However, the operation of the existing six licenced Body Rub Studios, at their current location, would continue as legal non-conforming or until such time that the Body Rub Studios cease operations for a minimum period of six months.

Staff do not recommend Option 3 at this time to provide adequate time for the enhanced regime (Option 2) to take effect. Additionally, there has not been any Business Licence request to open new Body Rub Studio premise since 2008. The immediate adoption of this option may have the unintended effect of driving new body rub businesses to apply under another business licence category without a similarly enhanced regulatory regime as prescribed under the "body rub" category in our current bylaws.

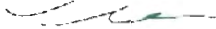
These six legal non-conforming Body Rub Studios would continue to be subject to inspections, monitoring and enforcement by staff to ensure compliance with the comprehensive regulatory regime. Additionally, the RCMP will continue to monitor for and investigate criminal activities related to sex work enterprises where there is a nexus to serious crime.

**Financial Impact**

None.

**Conclusion**

The City of Richmond currently has one of the most extensive bylaw enforcement regimes in the Province for licenced Escort Services and Body Rub Studios. However, it is recommended that this regime be further optimized through the proposed bylaw amendments in Option 2. The Richmond RCMP's investigative approach also closely follows the recommended best practices outlined in academic research, as well as the guidelines set forth by BCACP. Staff will continue to conduct and update Council on the outcomes of future proactive joint Business Licence/RCMP operations of the six licenced Body Rub Studios in Richmond. The Richmond RCMP will continue to investigate any serious crimes against sex workers as well as the potential nexus to organized crime.



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



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

Pc: SMT  
OIC



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** January 19, 2024

**From:** Jim Wishlove  
Fire Chief

**File** 09-5140-01/2024-Vol  
01

**Re:** **Richmond Fire-Rescue Monthly Activity Report – December 2023 and Year in Review**

### Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – December 2023 and Year In Review”, dated January 11, 2024, from the Fire Chief, be received for information.

Jim Wishlove  
Fire Chief  
(604-303-2715)

Att. 1

|                                       |                  |
|---------------------------------------|------------------|
| <b>REPORT CONCURRENCE</b>             |                  |
| <b>CONCURRENCE OF GENERAL MANAGER</b> |                  |
|                                       |                  |
| <b>SENIOR STAFF REPORT REVIEW</b>     | <b>INITIALS:</b> |
|                                       |                  |
| <b>APPROVED BY CAO</b>                |                  |
|                                       |                  |

## Staff Report

### Origin

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

#### Emergency Programs

During the month of December staff contributed to the regional Hazard Risk Assessment being conducted in support of safety and security planning efforts for the upcoming FIFA World Cup 2026. As part of the risk assessment, staff facilitated engagement with numerous departments including: RCMP, Water, Roads, Transportation and Business Development to ensure the assessment was comprehensive and accurate.

In support of regional partners, staff participated in a training program to certify several external staff as instructors in the Incident Command System at the 300 level, enabling them to deliver training throughout their organizations. This training capacity will elevate the response capability of the region and improve interoperability between Richmond staff and those within Metro Vancouver.

#### *2023 Highlights*

During 2023, 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 large community events. Staff, with grant funding from the Canadian Red Cross, developed an outreach program targeting newcomers to Canada and the City, and to seniors in order to enhance their community resilience and hazard awareness through education and awareness activities. Staff are exploring ways to further develop this program and continue to enhance community resilience through public education.

In the spring of 2023 Staff reviewed the Emergency Support Services (ESS) delivery processes and standards. Staff determined that a two-hour benchmark from notification of the Emergency Programs Duty Officer to service delivery in the form of accommodation provision is achievable. To support this, a new communication process was established following a consultation and trial period with Richmond Fire-Rescue staff. Since the implementation of this new SOP and related process management, staff have been successful in achieving the two hour timeline for service delivery.

### Public Outreach & Education

In December 2023, staff facilitated the annual “Lighting of the Fire Hall” at the Hamilton Fire Hall event with approximately 200 local community attendees. Staff also continued with educational social media videos and posts throughout December.

#### *2023 Highlights*

During 2023, RFR successfully recruited selected, trained and deployed 13 firefighters by quarter three. These firefighters were replacement firefighters as a result of typical attrition and are actively serving in the emergency response teams.

By taking proactive measures to self-educate and embrace new or enhanced technologies and social media platforms, RFR staff significantly increased their reach, 2-way communication and fire safety education in 2023 through Facebook, Social Media, the RFR website and various online forms that service our community needs. These changes have increased public interaction, customer service and accessibility for the community. Additionally, RFR incorporated Google language translation tools on their website and associated online forms to better serve the multicultural community.

In April 2023, RFR decommissioned a front line vehicle from active emergency response and the RFR Community Relations Branch identified an opportunity to repurpose the vehicle for education, training and large community events. The vehicle has successfully mitigated crew overtime for these events and also avoided having an active response vehicle being called away during a public event. This proactive measure has also kept the RFR emergency response resources in active duty and resulted in community outreach attending at least 98 events with the repurposed vehicle:

- 32 events for classes that completed the online fire safety education, including: Calling 911, Smoke Alarms and Carbon Monoxide Detectors, Escape Plans, Turnout Gear Demonstration and Kitchen Safety. (Note: These will increase annually as the additional two programs launch.)
- 32 Public and Community Events
- 34 Education visits (adult, special interest groups)

### Internal Staff Training

In December 2023, staff organized in-house training events including: Technical High Angle Rope Rescue and Frontline Fire Service Leadership Levels I and II.

### 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 2023, there were 1,101 reported incidents of all types, representing an overall decrease of 11 per cent in incidents between December 2022 and December 2023 (Table 1).

|                              | <b>Incident Totals December (2023)</b> | <b>Incident Totals December (2022)</b> | <b>Number Change from December 2022 to 2023</b> | <b>Percentage Change from December 2022 to 2023</b> | <b>5 Year Average for December</b> |
|------------------------------|--|--|---|---|------------------------------------|
| Alarm Active - No Fire       | 167                                    | 306                                    | -139  | -45   | 191                                |
| Explosion                    | 0                                      | 1                                      | -1  | -100  | 0                                  |
| Fire                         | 37                                     | 33                                     | +4  | +12   | 30                                 |
| Hazardous Materials          | 9                                      | 12                                     | -3  | -25   | 10                                 |
| Medical                      | 585                                    | 605                                    | -20   | -3  | 473                                |
| Motor Vehicle Incident       | 97                                     | 92                                     | +5  | +5  | 88                                 |
| Public Hazard                | 8                                      | 5                                      | +3  | +60   | 9                                  |
| Public Service               | 117                                    | 124                                    | -7  | -6  | 96                                 |
| Response Cancelled/Unfounded | 77                                     | 54                                     | +23   | +43   | 57                                 |
| Specialized Transport        | 3                                      | 4                                      | -1  | -25   | 3                                  |
| Technical Rescue             | 1                                      | 0                                      | +1  | +100  | 0                                  |
| <b>Total</b>                 | <b>1,101</b>                           | <b>1,236</b>                           | <b>-135</b>                                     | <b>-11</b>  | <b>957</b>                         |

The average time on scene in December 2023 for emergency response crews was 31 minutes, which is lower than the number recorded in December 2022: 37 minutes. The time spent on scene can vary due to the nature and severity of each incident.

In December 2023, there were 37 fire incidents reported to the Office of the Fire Commissioner, representing a 12 percent increase from December 2022. The average number of fires reported each December over the last five years is 30.

Fire damage and property losses during December 2023 are estimated at \$355,370. This total includes \$206,240 for building/asset loss and \$149,130 for content loss. The total building/asset and content value at risk is estimated to be \$431,180,985 and the total value preserved from damage was \$430,825,615. These numbers translate to 99 per cent of value protected (Table 3), which is the same as the value observed in 2022: 99 per cent.

*2023 Highlights*

In 2023, RFR adjusted its fire inspection approach based on risk probability scores, targeting buildings with high risk scores of 8, 9 and 10. RFR's Fire Risk Prediction Modeling used fire incident, inspection and property data to predict structure fire and inspection risks in the City. This focused strategy covered 86% of inspectable buildings most likely to have a fire.



RFR found that in 2022, 59% of all fire incidents occurred in properties with a model Risk Score of 10. In response, RFR resources were concentrated on mitigating risks in the highest-risk properties in 2023. Through inspections and evaluations, RFR successfully lowered the assessed risk level of 24% of the properties inspected. These efficiencies aim to reduce insurance costs for both commercial and residential properties while optimizing the use of Fire Prevention Branch resources for increased effectiveness.

RFR observed the significant increase in wildland fires that occurred throughout the Province in 2023. In a strategic approach and with Council’s endorsement, RFR has applied for grant funding from the Province for Community Wildfire Resiliency Investment Program in an effort to evaluate and reduce risk to wildfires within our City. Regular progress will be provided on this initiative as it moves forward.

**Table 2: Fire Incidents By Type and Loss Estimates - December 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 | 1               | 700,000                             | -                                  | 30                           | 30                          | 700,000                              |
| Residential: Multi family  | 4               | 95,589,900                          | 145,500                            | 27,226,290                   | 133,700                     | 122,536,990                          |
| Commercial/Industrial      | 7               | 304,332,700                         | 500                                | 3,023,990                    | 400                         | 307,355,790                          |
| Outdoor                    | 19              | 300                                 | -                                  | 51,275                       | 5,000                       | 46,575                               |
| Vehicle/Vessel             | 6               | 246,500                             | 60,240                             | 10,000                       | 10,000                      | 186,260                              |
| <b>Totals*</b>             | <b>37</b>       | <b>400,869,400</b>                  | <b>206,240</b>                     | <b>30,311,585</b>            | <b>149,130</b>              | <b>430,825,615</b>                   |

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

Significant Events

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 2023 incidents:

- December 15, 2023 – Structure Fire on Granville Avenue.** RFR emergency crews responded to Granville Avenue for an alarms ringing incident. Upon investigation, crews found a hallway filled with smoke and fire coming out of one unit. Crews quickly extinguished the fire and shut off power at the unit’s electrical breaker. The water valve for the unit was also shut off. Once the fire was extinguished, crews began protocols for clearing smoke from the unit and hallways. The fire was contained to the unit, with no extension to the surrounding structure. The individual unit was declared uninhabitable and an occupant was transported to Richmond General Hospital by onsite BC Emergency Health Services for assessment. All adjacent units were declared clear and habitable and the building residents were allowed back to their suites. The building was placed on a fire watch protocol and the Property Manager was on site along with a restoration company to commence cleaning the corridors. There were no additional injuries reported to public or RFR personnel. A Fire Investigator attended.

- **December 19, 2023 – Structure Fire on No. 3 Road.** RFR Emergency crews responded to reports of alarms ringing on No. 3 Road. On arrival crews noticed a large volume of smoke coming from the east side of the building. Crews assisted with the safe evacuation of all residents. Upon investigation it was discovered that a garbage dumpster was on fire inside the entrance to the parkade. The fire was extinguished by RFR crews and contained to the area. The sprinkler system was isolated for that section of the parkade and the building was placed on a fire watch protocol until the sprinkler head could be replaced and alarm system reset. No injuries were reported to public or RFR personnel. A Fire Investigator attended.
- **December 21, 2023 – Motor Vehicle Incident on Highway 99.** RFR emergency crews responded to a motor vehicle incident (MVI) of a transit bus and a car, located on the off-ramp from Highway 99 northbound to Steveston Highway. A vehicle had travelled the wrong direction down the off-ramp and had collided head on with the transit bus. All occupants reported no injuries. BC Emergency Health Crews responded to provide patient care. RCMP attended and a transit supervisor also attended the scene.
- **December 26, 2023 – Medical Incident on Grant McConachie Way.** RFR emergency crews responded to a report of a person struck by a train on Grant McConachie Way. The person, who had been on the tracks, was alive with only minor injuries. Crews removed the person from the tracks and patient care was provided by BC Emergency Health Services. The patient was then taken into custody by the RCMP. In this incident all first responder agencies collaborated carefully and respectfully to resolve this difficult situation.

### Financial Impact

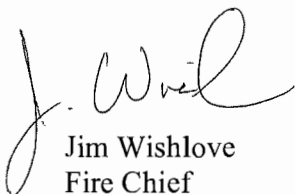
None.

### Conclusion

Throughout 2023, the City continued to experience normalized levels of service for medical event types. This includes regular and incremental increases to incident volumes that are a return to the normal experience in the years prior to the COVID-19 pandemic.

During 2023, a driver of the change in volumes for incidents was significant weather-related events. RFR crews worked with internal City partners during recent heat, flooding and atmospheric river events during 2023.

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



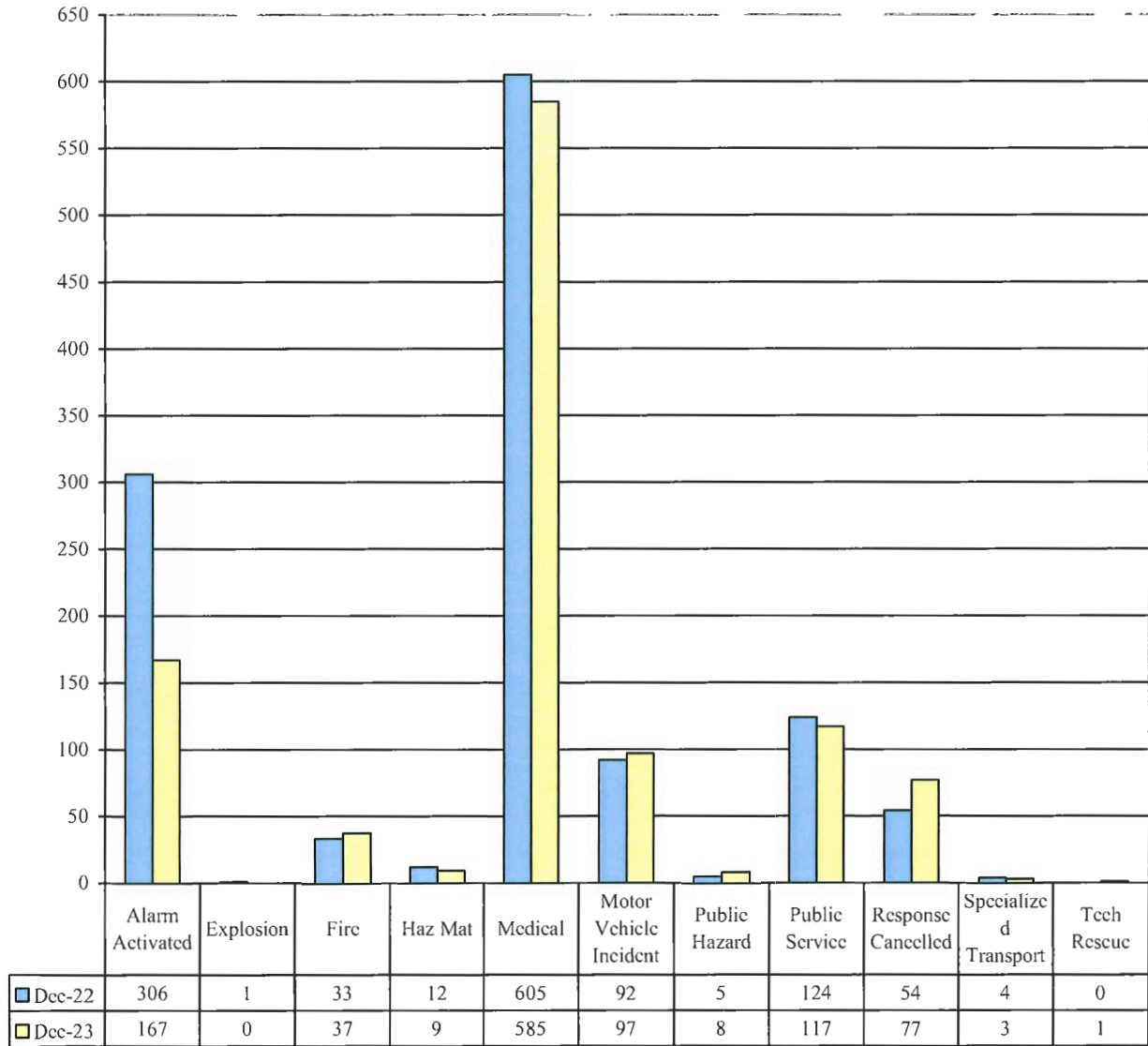
Jim Wishlove  
Fire Chief  
(604-303-2715)

Att. 1: Emergency Response Activity for December 2023 and Year in Review.

**Incident Volumes**

The following chart provides a month-to-month comparison regarding incidents occurring in December 2022 and 2023. In December 2023, there were 1,101 total incidents, compared to 1,236 in December 2022. This represents an overall decrease of 11 per cent between last year and 2023.

**Table 3: December 2022 & December 2023 Incident Volumes**



**Incident Type Legend:**

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

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

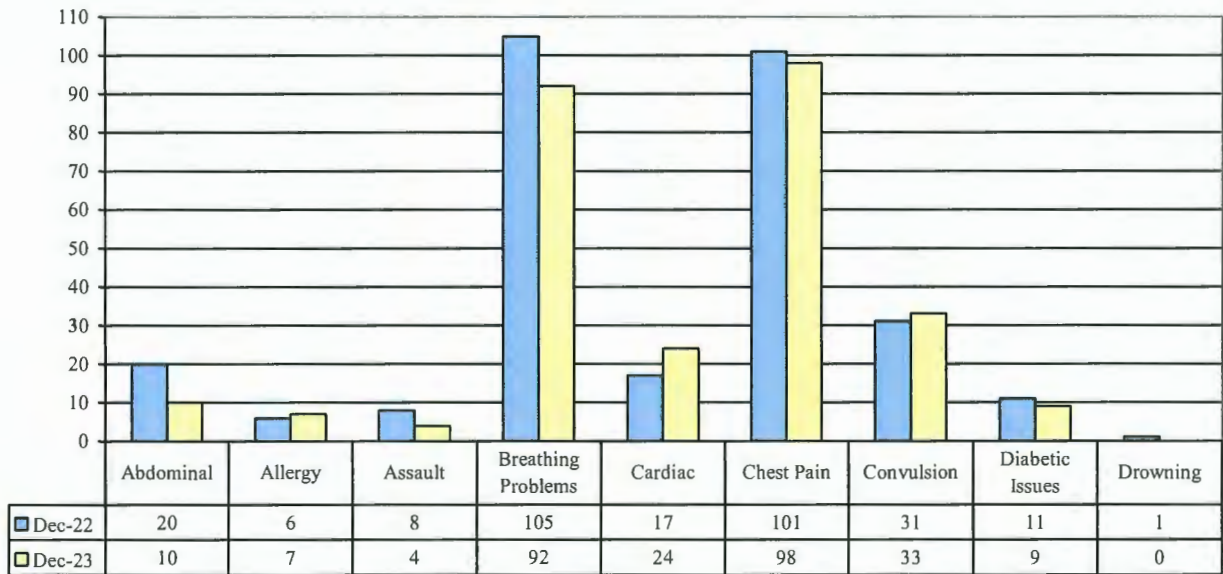
**Public Hazard** includes: aircraft emergency, object removal, or power lines down

**Public Service** includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

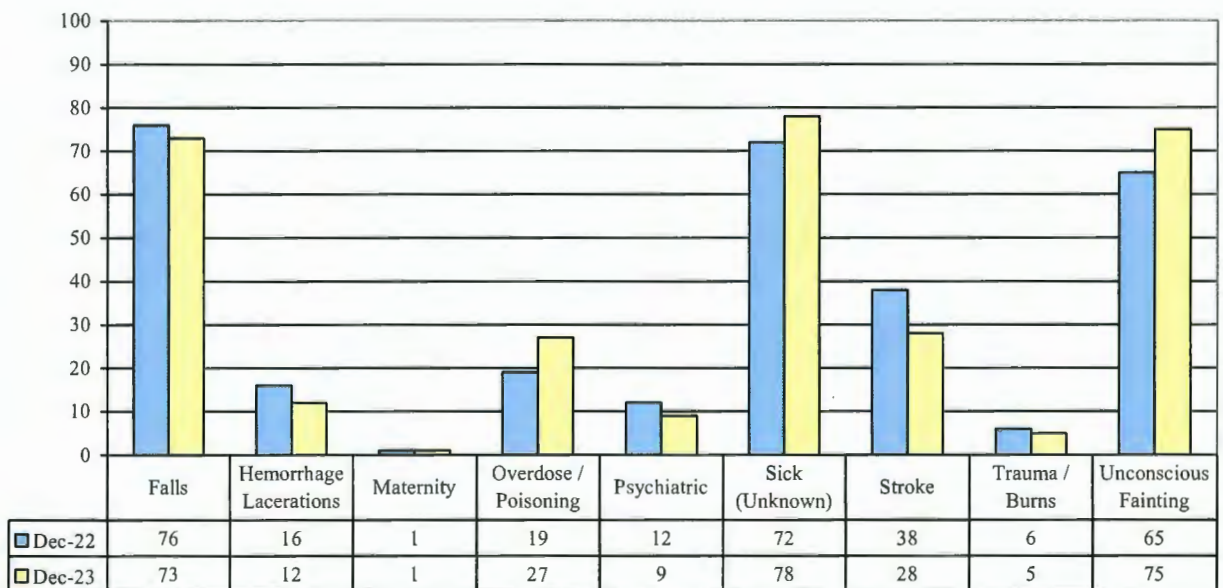
**First Responder Totals**

Medical first responder incidents comprised 53 per cent of the total emergency responses for RFR during the month of December 2023. A detailed breakdown of the medical incidents for December 2022 and 2023 is set out in the following table by sub-type. There were 585 medical incidents in December 2023 compared to 605 in December 2022, a decrease of 3 per cent.

**Table 4a: December 2022 & December 2023 Medical Calls by Type**



**Table 4b: December 2022 & December 2023 Medical Calls by Type**



The following chart provides the overdose/poisoning incident volume breakdown for December 2023.

| <b>Table 4c: Overdose / Poisoning Incidents By Type – December 2023</b>       |                |                    |                            |                  |
|---|----------------|--------------------|----------------------------|------------------|
|   | <b>By Type</b> | <b>By Location</b> |                            |                  |
|   |                | <b>Outdoors</b>    | <b>Commercial Property</b> | <b>Residence</b> |
| Opioids   | 6              | 3                  | 2                          | 1                |
| Other Miscellaneous Drugs   | 9              | 2                  | 2                          | 5                |
| Alcohol   | 3              | 1                  | 1                          | 1                |
| Unknown (No patient contact / BC<br>Emergency Health Services staff on scene) | 9              | 8                  | 1                          | -                |
| <b>Totals</b>   | <b>27</b>      | <b>14</b>          | <b>6</b>                   | <b>7</b>         |

### Fire Investigations

The fire investigation statistics for December 2023 are listed below:

| <b>Table 5: Total Fire Investigation Statistics – December 2023</b> |                   |                   |                     |
|---|-------------------|-------------------|---------------------|
|   | <b>Suspicious</b> | <b>Accidental</b> | <b>Undetermined</b> |
| Residential - Single-family   | -                 | 1                 | -                   |
| Residential - Multi-family  | 1                 | 3                 | -                   |
| Commercial/Industrial   | 2                 | 3                 | 2                   |
| Outdoor   | 7                 | 9                 | 3                   |
| Vehicle   | -                 | 6                 | -                   |
| <b>Totals</b>   | <b>10</b>         | <b>22</b>         | <b>5</b>            |

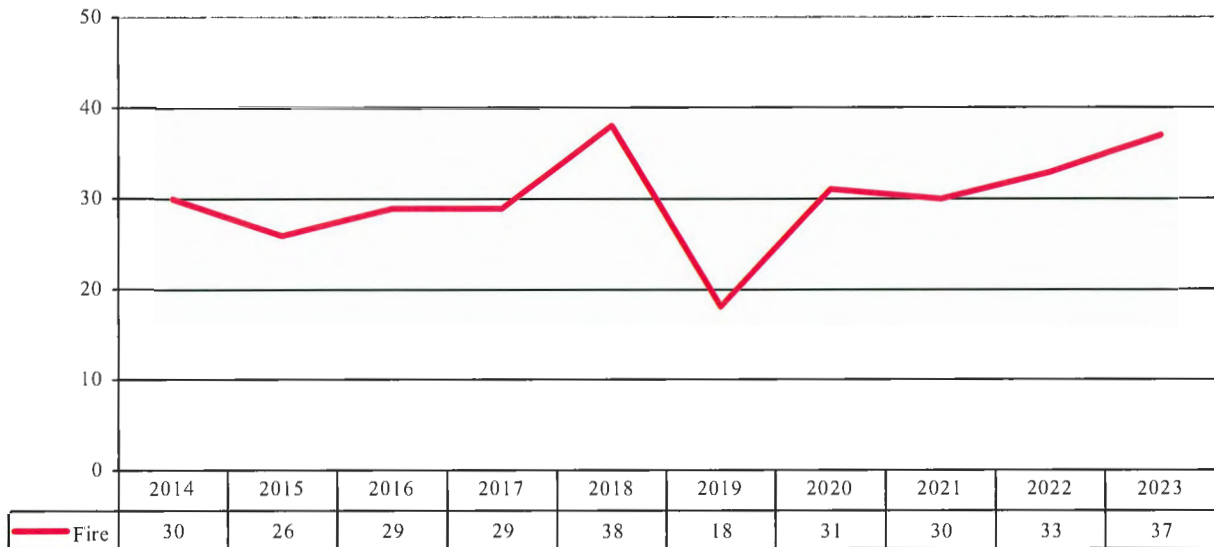
Richmond Fire-Rescue investigators report all suspicious fires to the RCMP, while working alongside RCMP staff to address potential risks to the community and coordinate appropriate fire investigations.

### Hazardous Materials

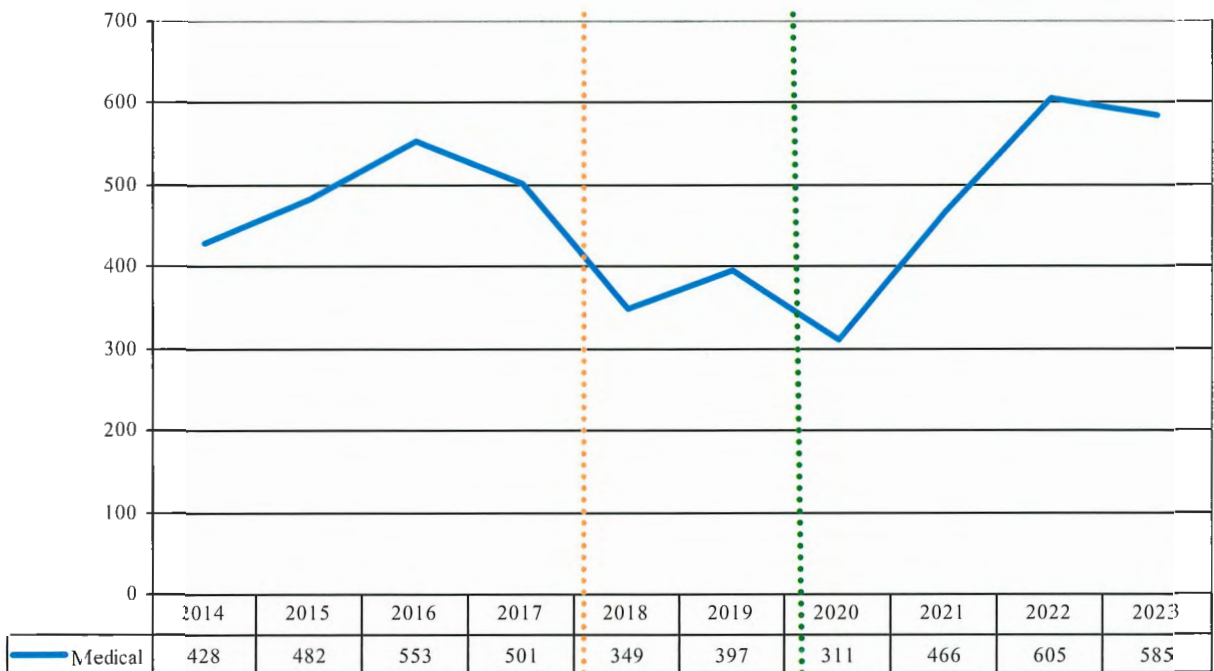
| <b>Table 6: Hazardous Materials Incidents By Type – December 2023</b> |                |
|---|----------------|
|   | <b>Details</b> |
| Gasses (Natural / Propane)  | 8              |
| Unclassified  | 1              |
| <b>Totals</b>   | <b>9</b>       |

The following charts provide total incident volumes for fires and medical incidents on a year-to-year comparison in December from 2014 to 2023.

**Table 7a: Total Fire Calls for Service in December from 2014 to 2023**



**Table 7b: Total Medical Calls for Service in December from 2014 to 2023**



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

Start of Covid-19 pandemic

## Year in Review

### 2023 Highlights

During 2023, 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.

In 2023, the RFR Community Relations Branch introduced a self-service, virtual booking platform for Mobile Outdoor Food Service Unit (MOFSU) inspections. This platform enabled food truck vendors to schedule inspections directly, facilitating coordinated traffic flow and preventing simultaneous arrivals. RFR showcased its commitment to Innovation, Team and Excellence through collaboration with the Greater Vancouver Fire Chief's Association for the annual MOFSU Inspection Event. This initiative provided complimentary fire and life safety inspections for Food Truck vendors, fostering efficient cooperation among municipalities and reducing duplication of resources. By centralizing inspections, the event supported business vendors in streamlining processes and avoiding duplicate inspections across the Lower Mainland. The public safety event, conducted at no cost to food truck operators, distributed operational costs among 17 municipalities.

Staff are able to focus on providing first class training and interactive educational opportunities to the community without interruption. Previously community and educational events could have been impacted by having the attending truck recalled back to emergency operations and community service. In previous years, this had impacted community events 50% of the time either requiring RFR to cancel the event or return for a second visit with a fire truck causing disappointment and reputational risk for the City. Having this dedicated re-purposed vehicle has added a positive benefit to the City, community events, and the public education portfolio.

### Freedom of Information Requests

In 2023, Richmond Fire-Rescue received 72 Freedom of Information requests. This is a reduction in the number of requests received in 2022.

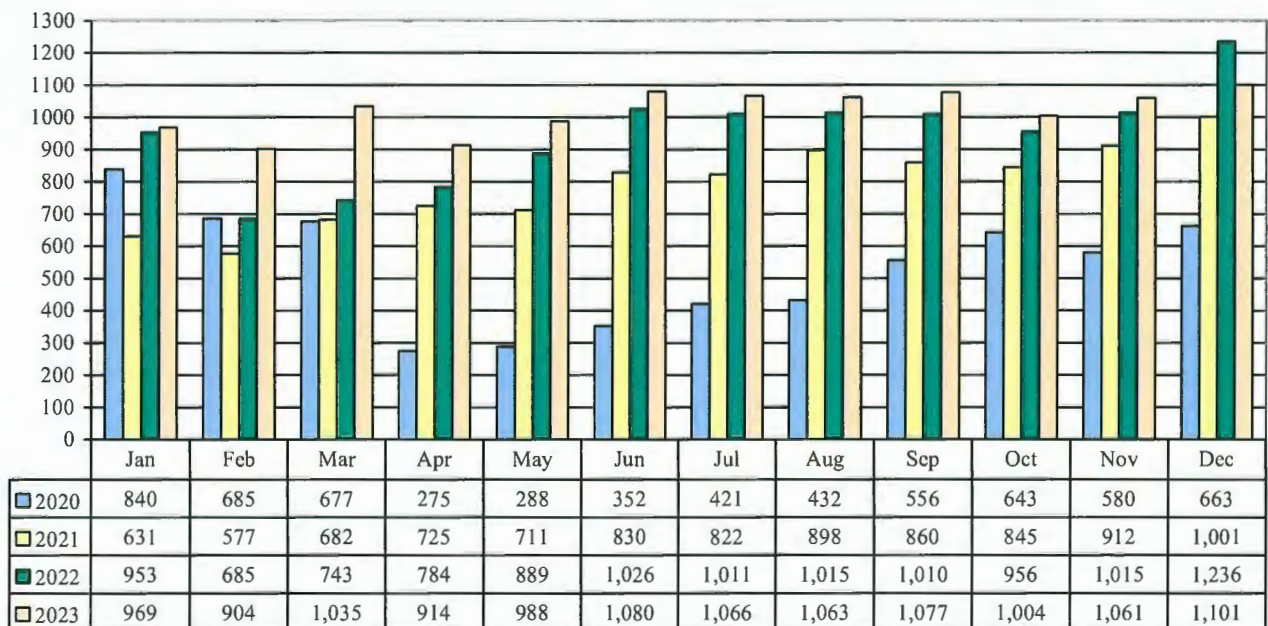
| <b>Table 8: Freedom of Information Requests for 2022 &amp; 2023</b> |             |
|---|-------------|
| <b>2022</b>   | <b>2023</b> |
| 83  | 72          |

Incident Year to Year Comparisons

The following charts provide incident types totals on a year over year comparison for 2022 and 2023 and the total incident volumes on a month to month comparison occurring from 2020 to 2023, showing the impact of the pandemic on call volumes during 2020 and 2021. In 2023, there continues to be a return back to pre-pandemic levels of service for medical event types and ultimately higher responses to medical calls.

|                              | <b>Incident Type Totals (2023)</b> | <b>Incident Type Totals (2022)</b> | <b>Number Change From (2022 to 2023)</b> | <b>Percentage Change from (2022 to 2023)</b> | <b>5 Year Averages</b> |
|------------------------------|------------------------------------|------------------------------------|--|--|------------------------|
| Alarm Active - No Fire       | 1,965                              | 2,018                              | -53                                      | -3   | 1,758                  |
| Explosion                    | 5                                  | 6                                  | -1                                       | -17  | 3                      |
| Fire                         | 545                                | 460                                | +85                                      | +18  | 474                    |
| Hazardous Materials          | 84                                 | 88                                 | -4                                       | -5   | 96                     |
| Medical                      | 6,523                              | 5,871                              | +652                                     | +11  | 4,707                  |
| Motor Vehicle Incident       | 980                                | 930                                | +50                                      | +5   | 924                    |
| Public Hazard                | 101                                | 112                                | -11                                      | -10  | 120                    |
| Public Service               | 1,087                              | 1,131                              | -44                                      | -4   | 963                    |
| Response Cancelled/Unfounded | 934                                | 678                                | +256                                     | +38  | 717                    |
| Specialized Transport        | 34                                 | 24                                 | +10                                      | +42  | 30                     |
| Technical Rescue             | 4                                  | 5                                  | -1                                       | -20  | 4                      |
| <b>Total</b>                 | <b>12,262</b>                      | <b>11,323</b>                      | <b>+939</b>                              | <b>+8</b>                                    | <b>9,797</b>           |

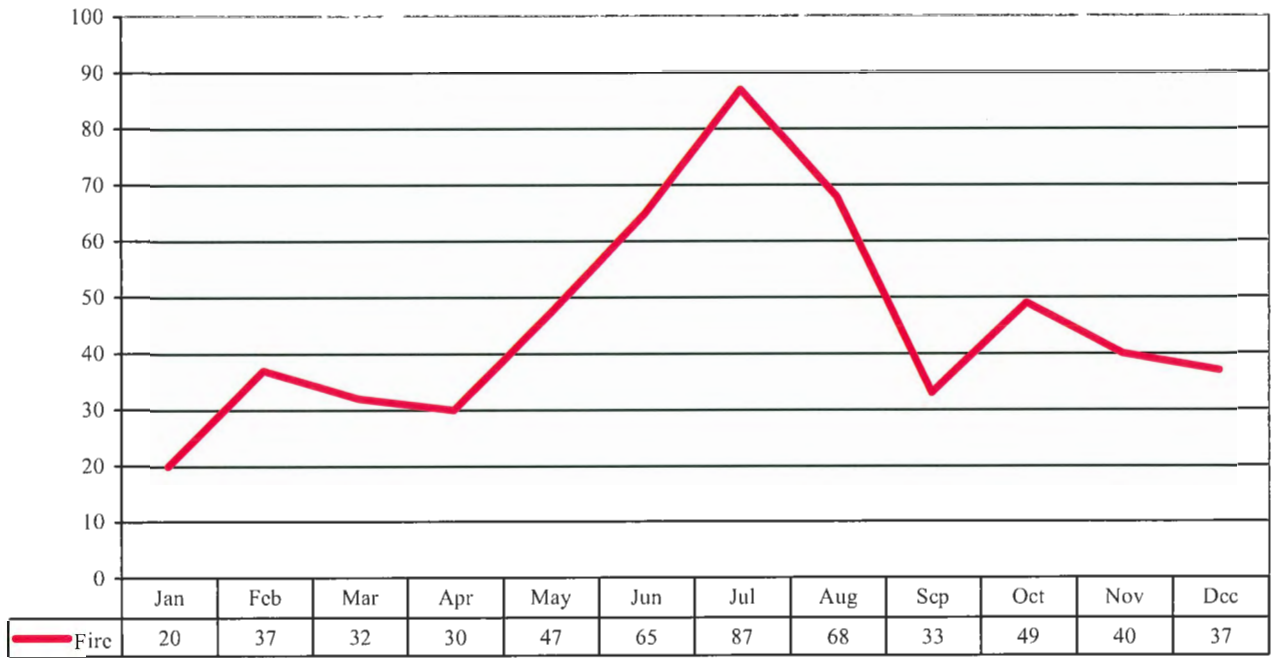
**Table 9b: Total Incident Calls Volumes by Month from 2020 to 2023**





The following charts provides the fire and medical incident volume comparisons per month in 2023.

**Table 9c: Total Fire Calls for Service by Month in 2023**



**Table 9d: Total Medical Calls for Service by Month in 2023**

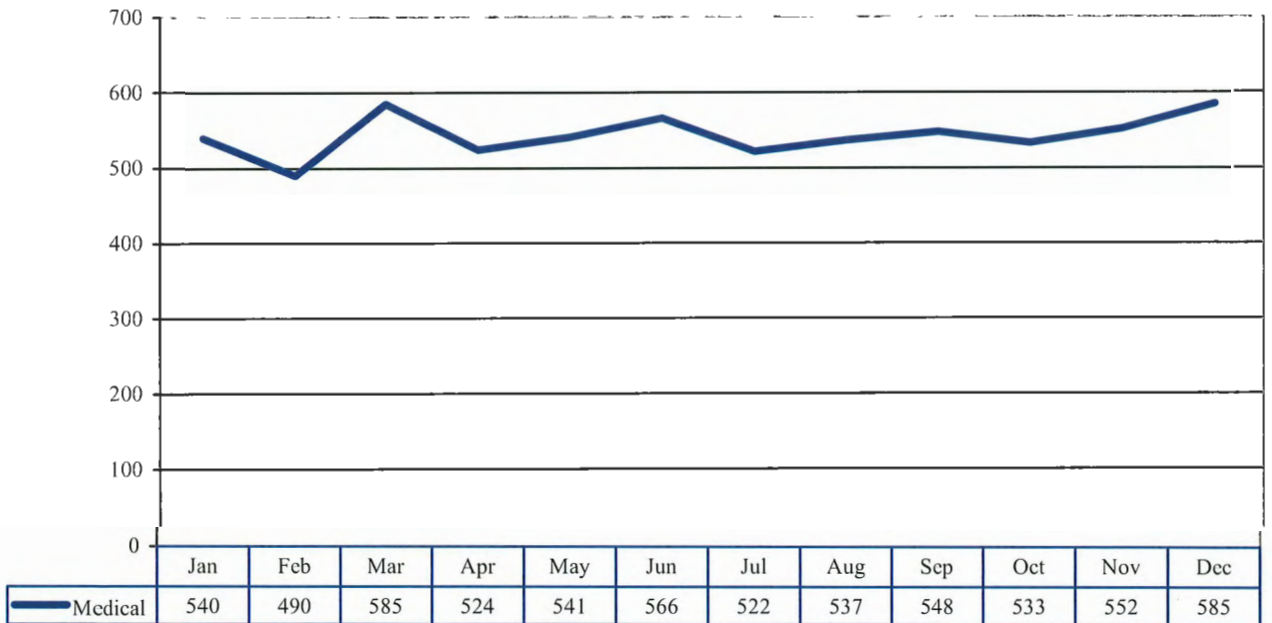


Figure 1: Location of reportable fire incidents attended in December 2023 (total 37)

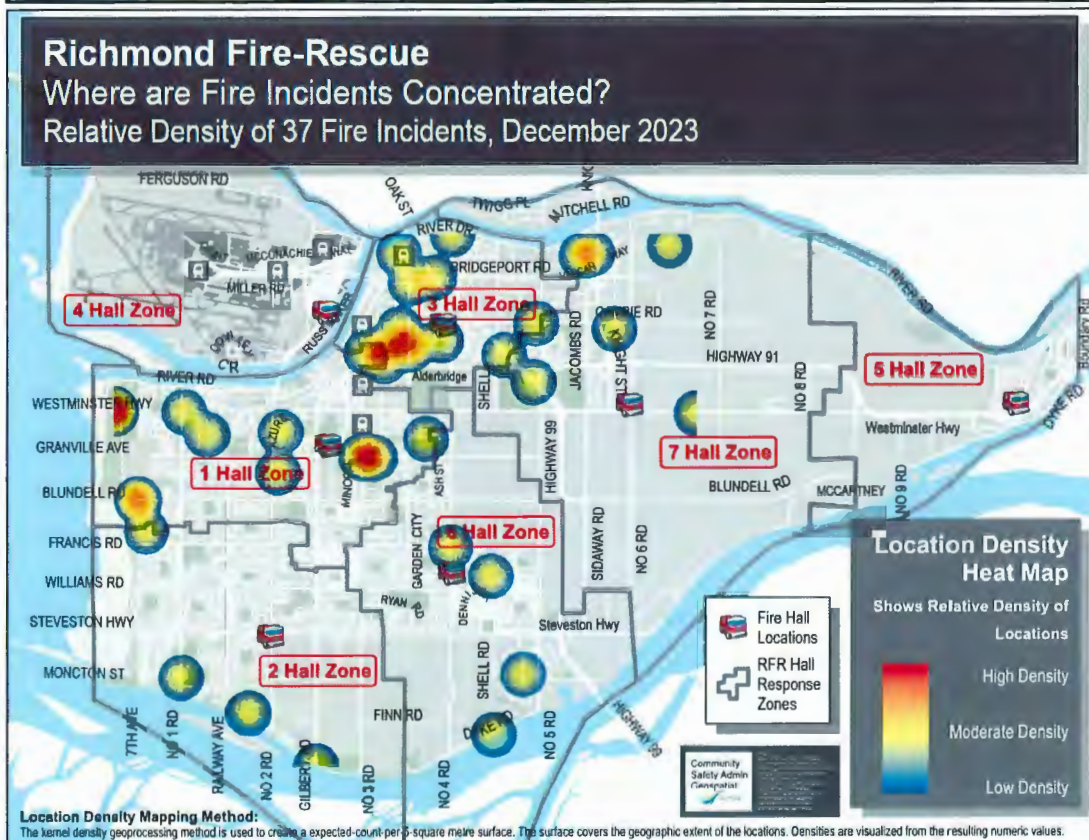
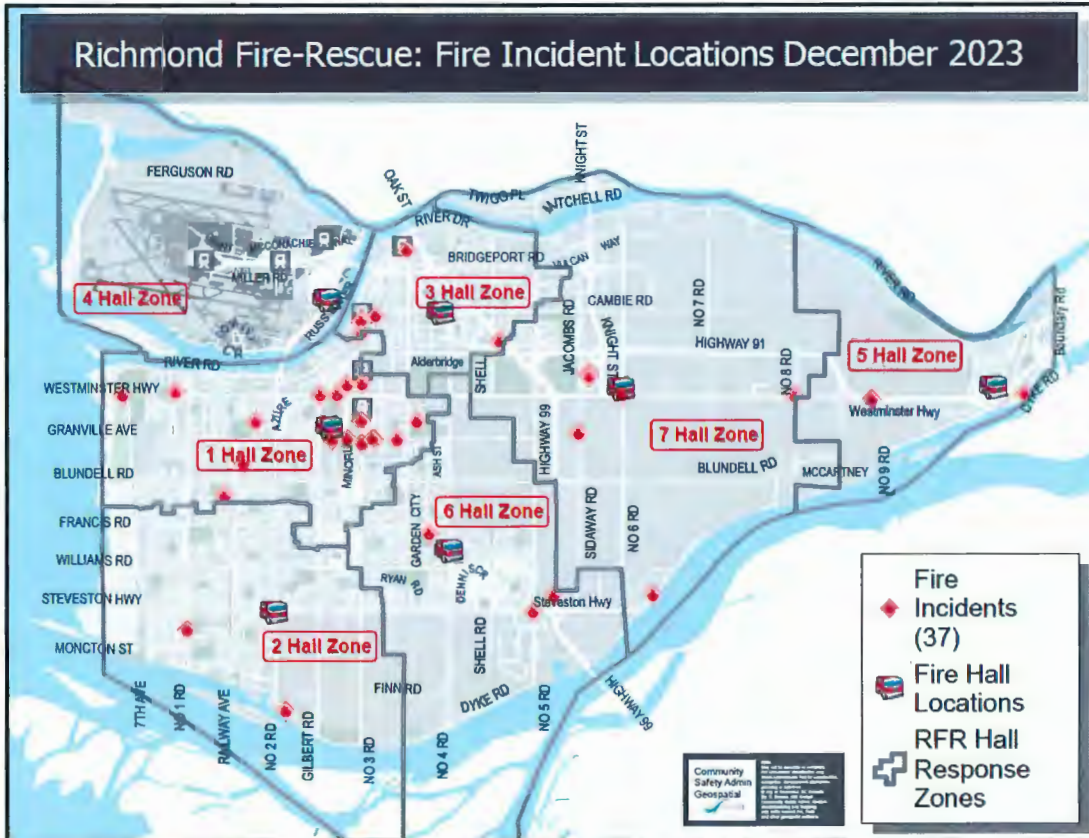


Figure 2: Location of reportable medical incidents attended in December 2023 (total 585)

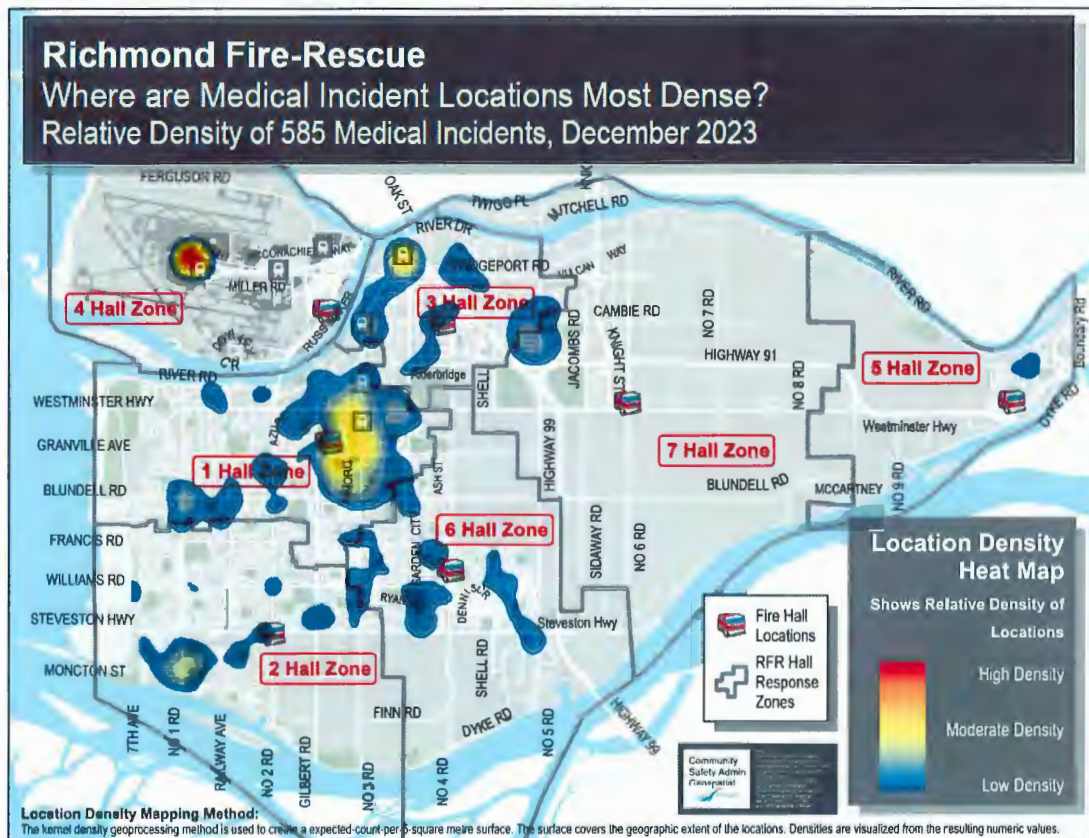
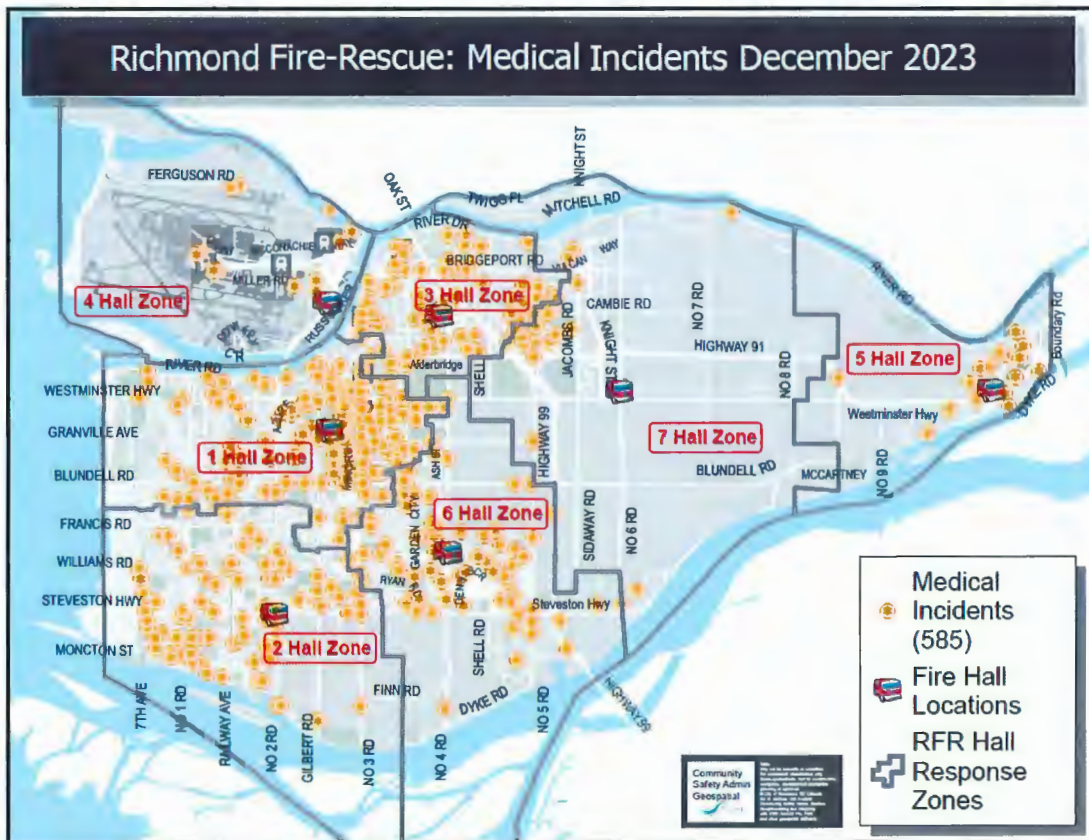
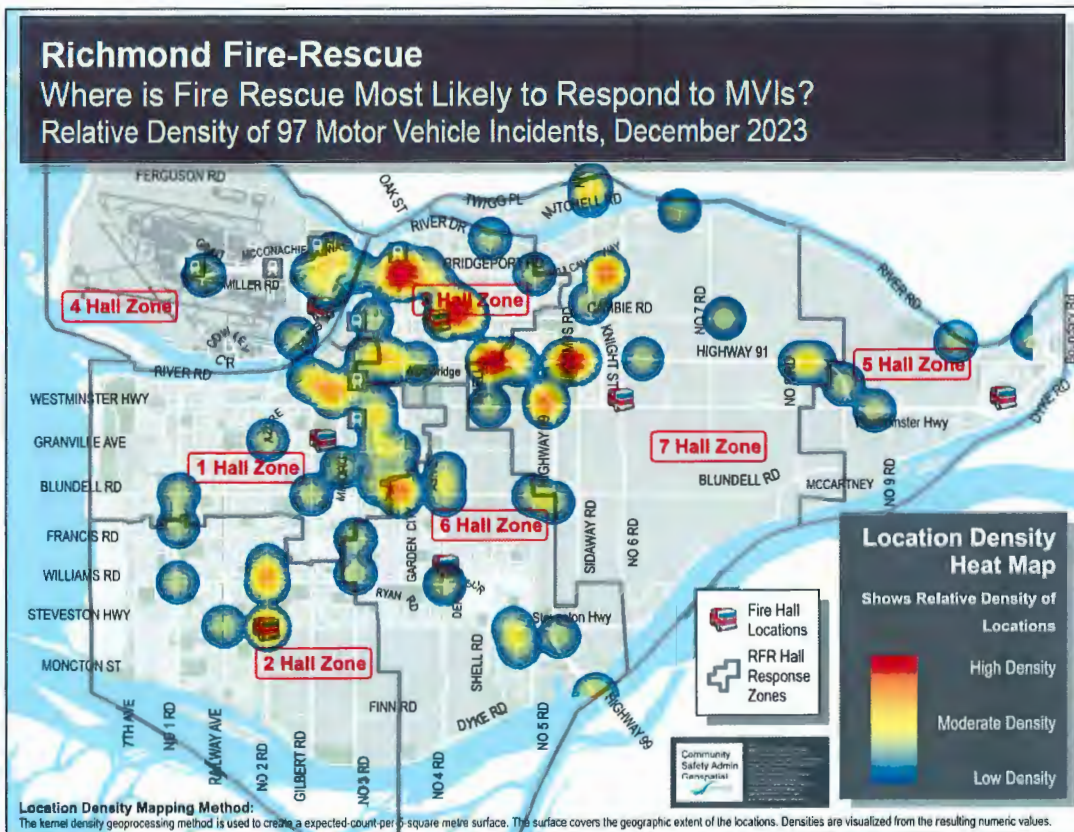
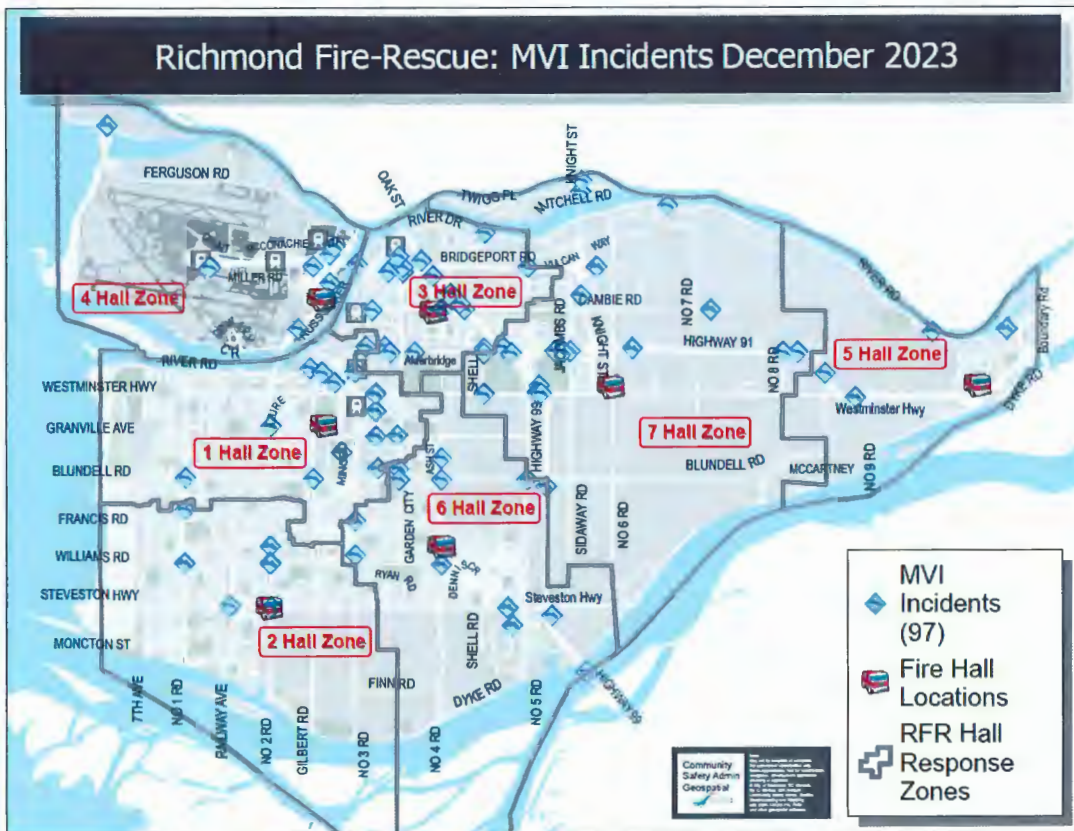


Figure 3: Location of reportable motor vehicle incidents (MVIs) attended in December 2023 (total 97)



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Figure 4: Location of reportable overdose / poisoning incidents attended in December 2023 (Total 27)

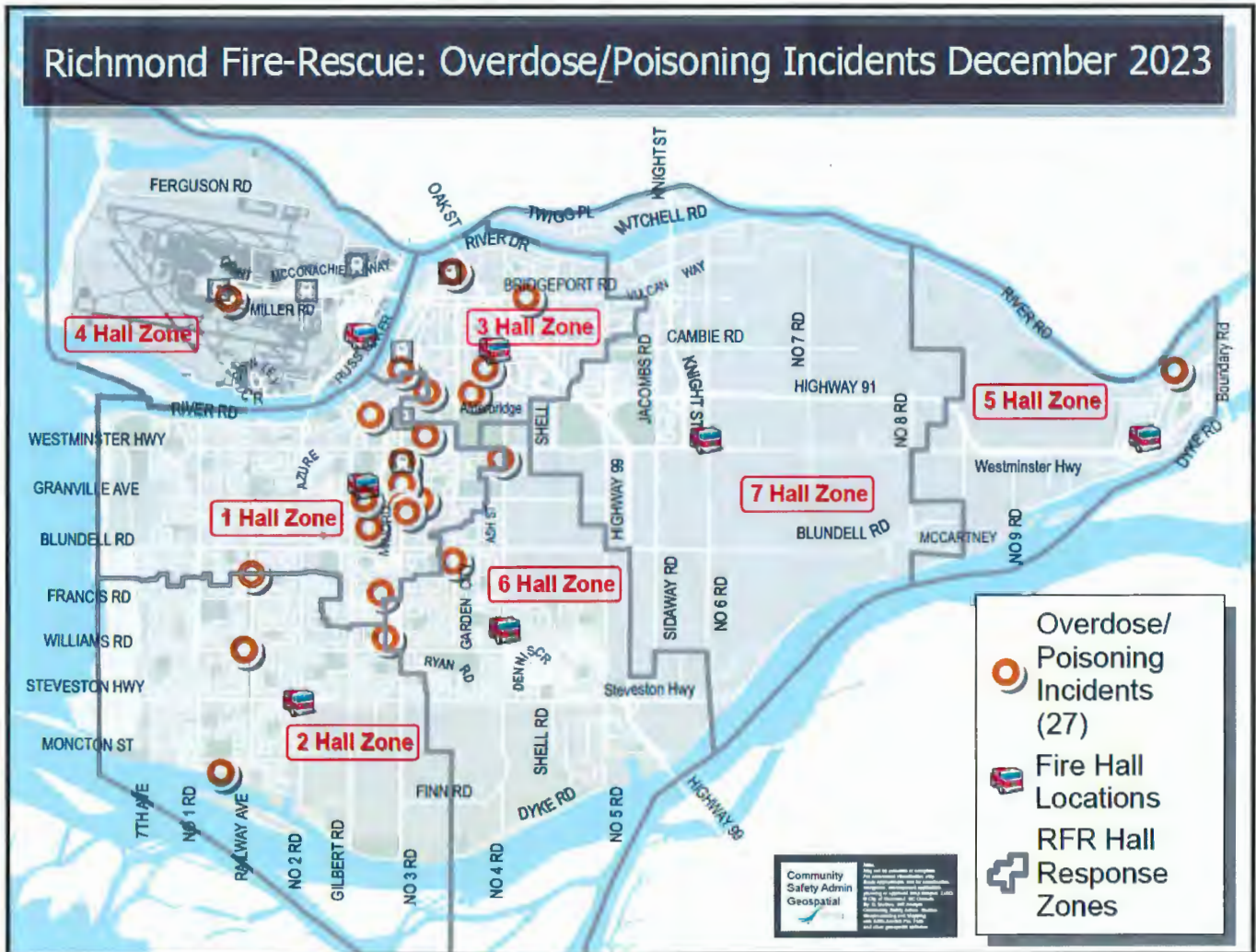


Figure 5: Location of reportable fire incidents attended in 2023 (total 545)

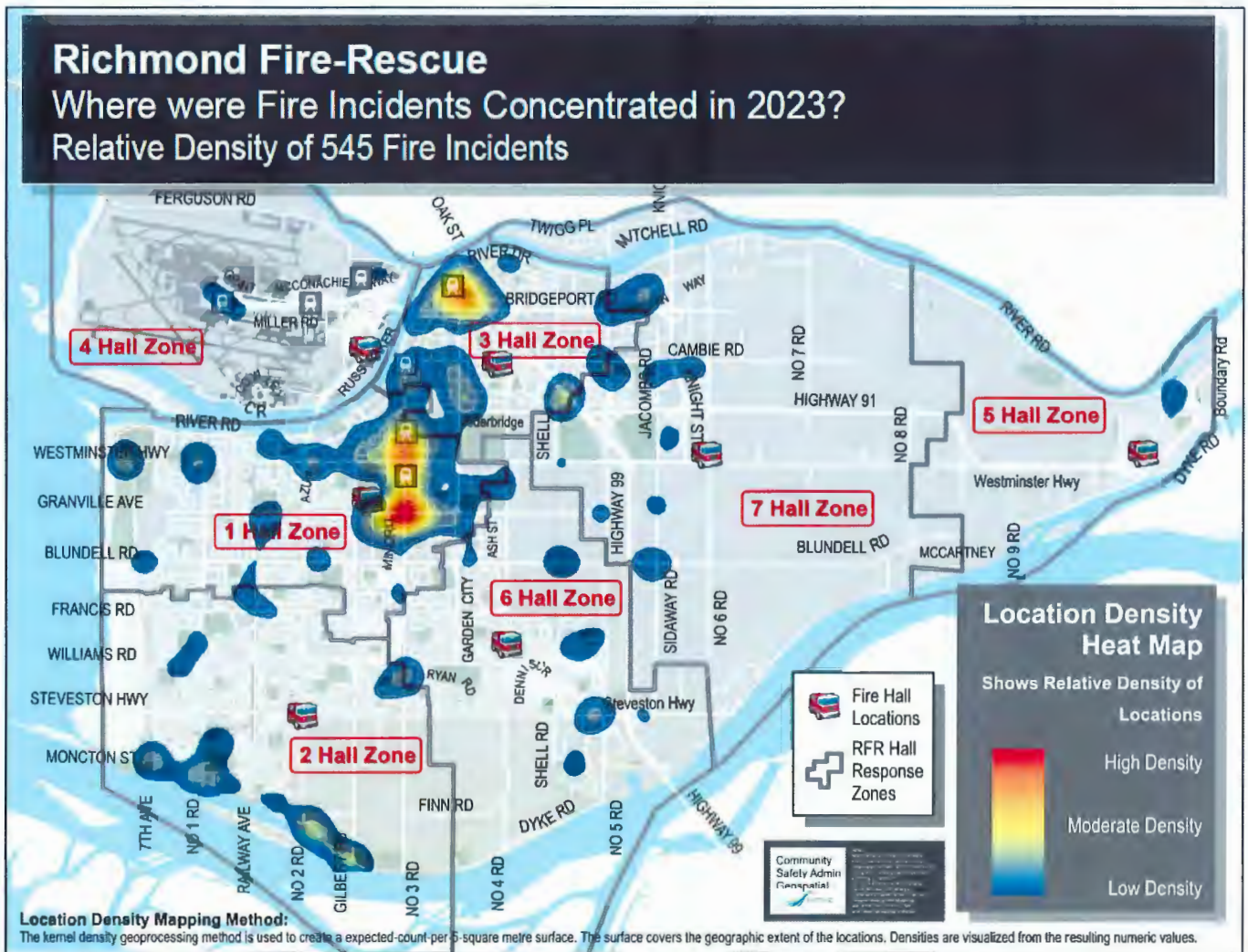


Figure 6: Location of reportable medical incidents attended in 2023 (total 6,523)

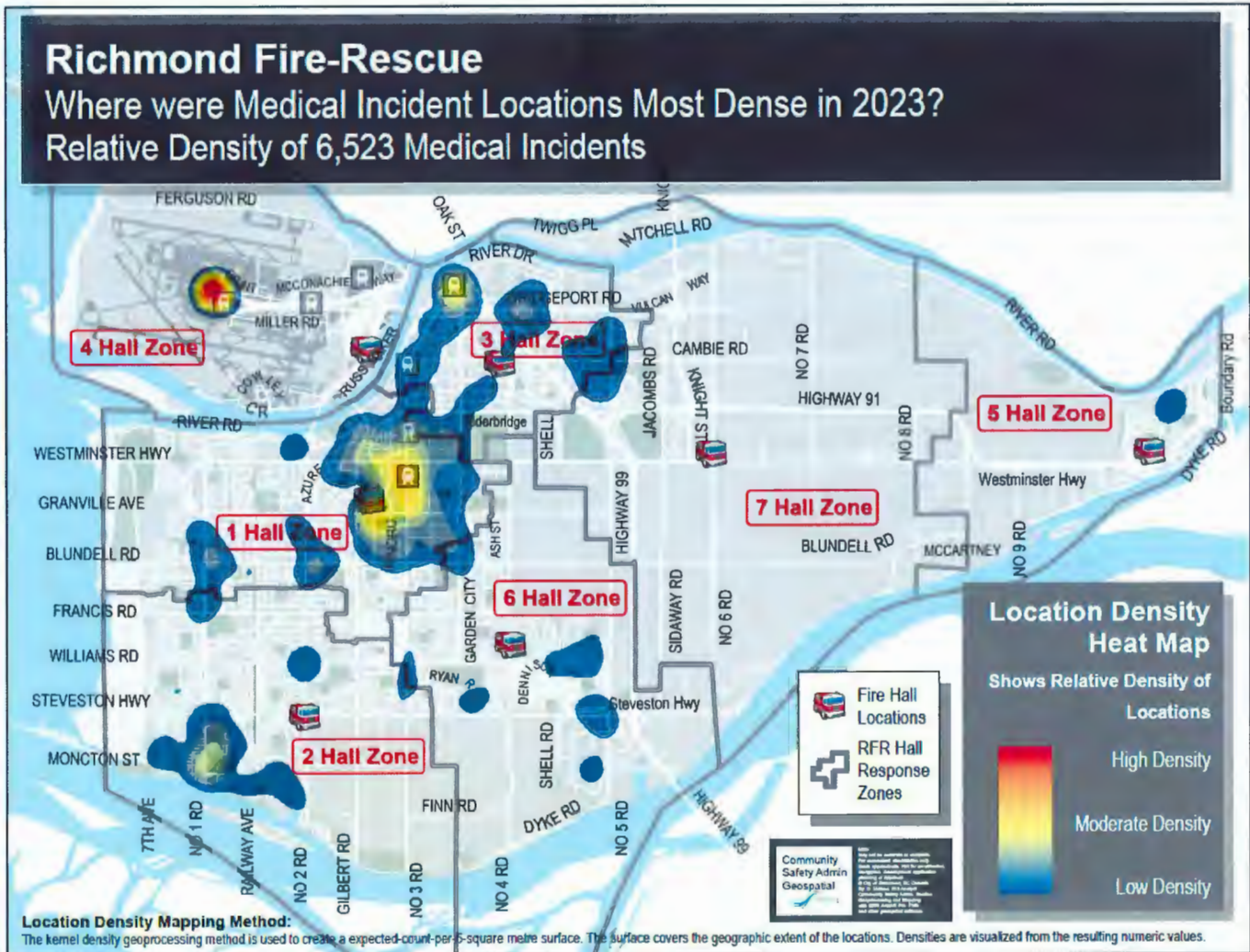


Figure 7: Location of reportable motor vehicle incidents (MVIs) attended in 2023 (total 980)

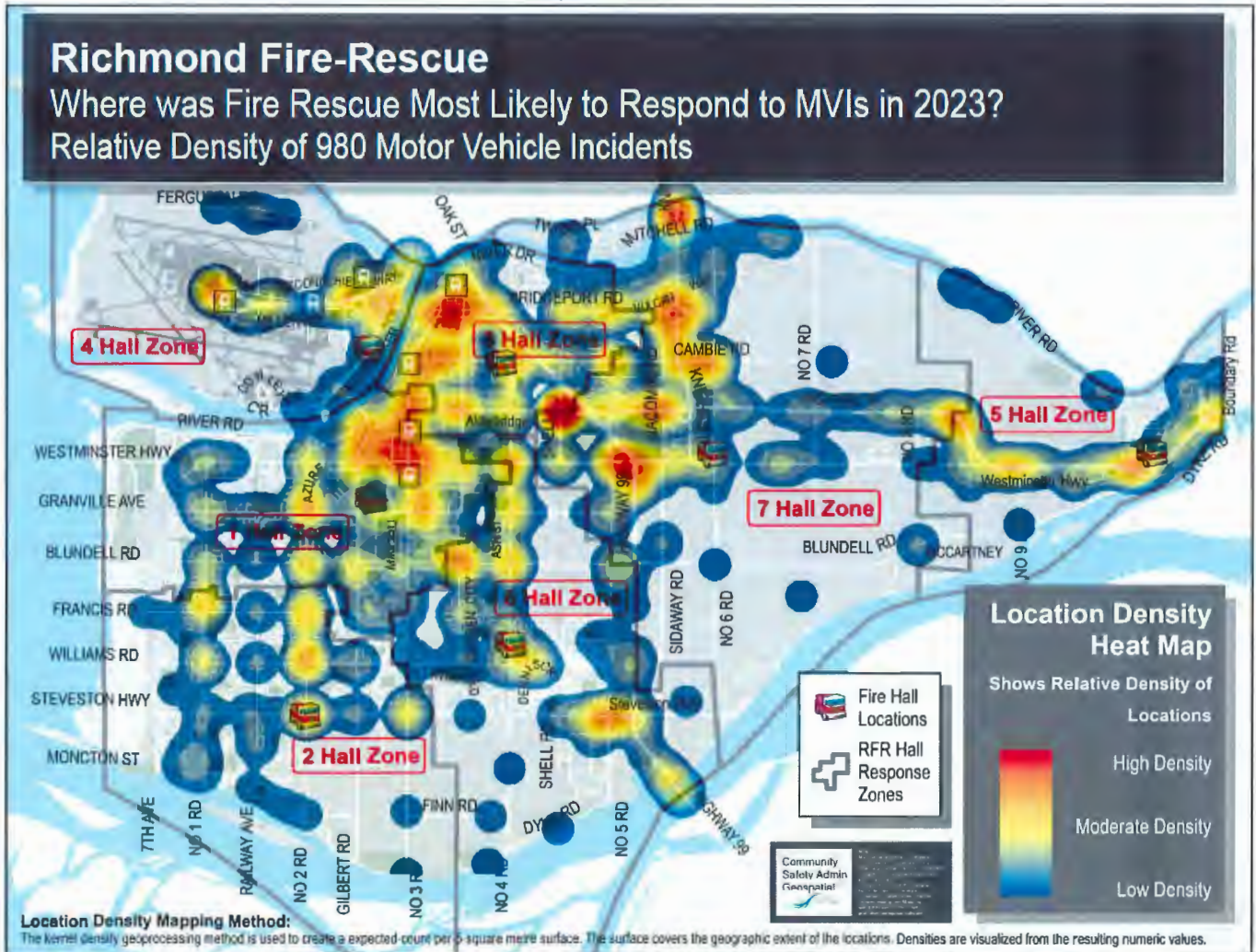
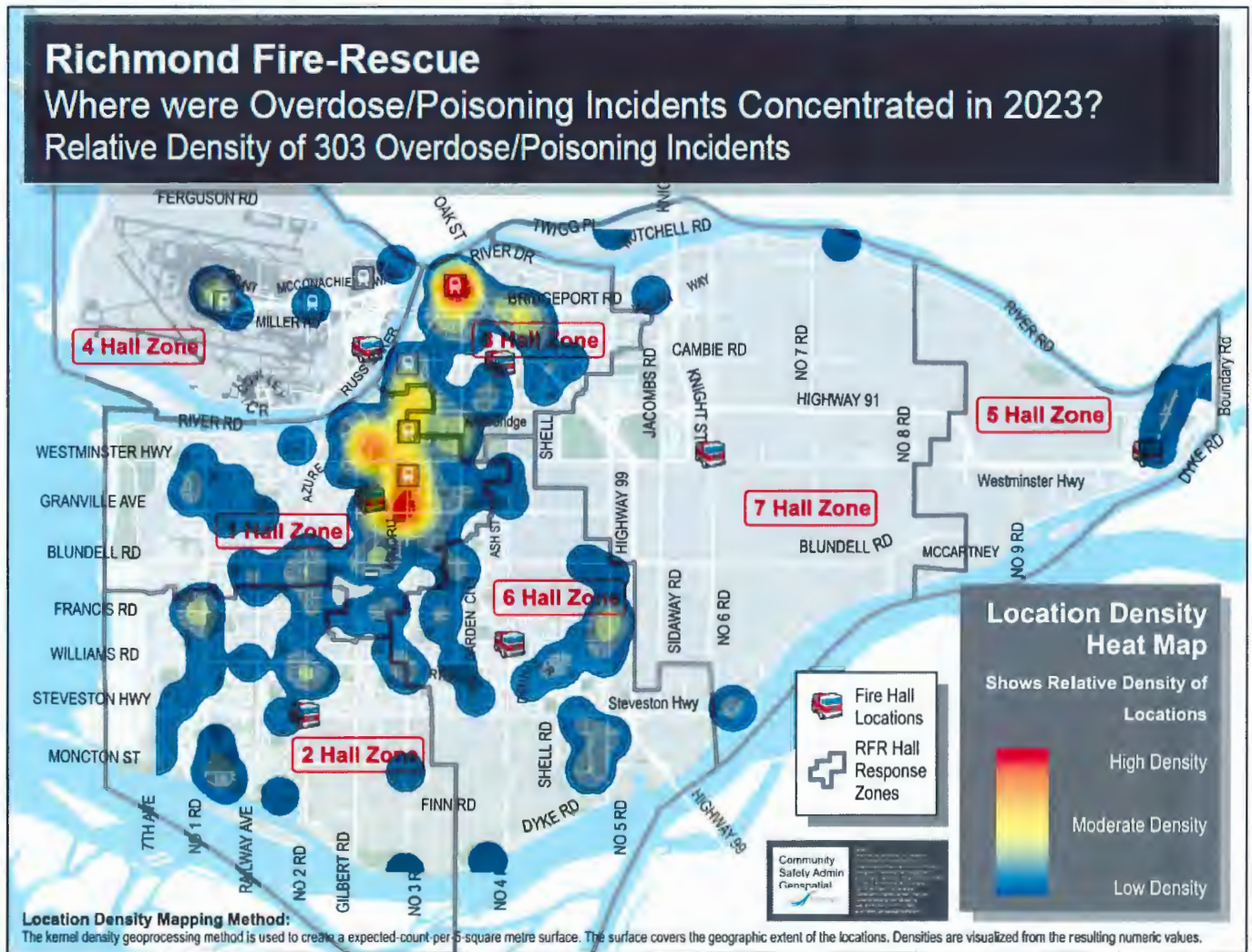




Figure 8: Location of reportable overdose / poisoning incidents attended in 2023 (total 303)





# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** January 16, 2024  
**From:** Dave Chauhan **File:** 09-5000-01/2023-Vol  
Chief Superintendent, Officer in Charge 01  
**Re:** **RCMP Monthly Activity Report – December 2023 and Year in Review**

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### Recommendation from the OIC

That the report titled “RCMP Monthly Activity Report – December 2023 and Year in Review”, dated January 16, 2024, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Att. 3

|                                       |                      |
|---------------------------------------|----------------------|
| <b>REPORT CONCURRENCE</b>             |                      |
| <b>CONCURRENCE OF GENERAL MANAGER</b> |                      |
|                                       |                      |
| <b>SENIOR STAFF REPORT REVIEW</b>     | <b>INITIALS:</b><br> |
| <b>APPROVED BY CAO</b>                |                      |
|                                       |                      |

## 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 #1 Proactive in Stakeholder and Civic Engagement:

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

### Analysis

#### Activities and Noteworthy Files

##### *Impaired Driving Campaign*

On December 12, 2023, the Richmond RCMP issued a media release advising of increased counterattack operations throughout December as part of the "Light up the Province" campaign. Four roadside suspensions and two 90-day prohibitions were issued during the Richmond campaign, which started on December 2, 2023. In total, 752 vehicles passed through the roadblock during this operation.

##### *Boost and Bust Operation*

On December 15, 2023, the Richmond RCMP Property Crime Unit conducted a "Boost and Bust" operation in partnership with local businesses.<sup>1</sup> Police arrested 15 people during the project. In 2023, these operations resulted in the arrests of 40 suspects and have served as a valuable crime reduction tool to target shoplifting thefts.

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<sup>1</sup> Boost and Bust projects involve police partnering with local businesses and loss prevention officers to target retail thefts.

### *Special Post Incident Community Engagement*

On December 16, 2023, the Richmond RCMP held a Special Post Incident Community Engagement (SPICE) event in the 6500 block of Goldsmith Drive following a double homicide in the area the previous month. Richmond RCMP officers, Victim Services and an Integrated Homicide Investigation Team representative engaged with over 30 neighbourhood residents.

### *Fraud*

On December 18, 2023, the Richmond RCMP issued a public warning after receiving three reports of fraudulent bank drafts in the same week. The victims had received the bank drafts as payment for items they had sold online. A combined \$50,000 in goods were lost in the frauds. Police believe the incidents are connected, and the investigations are ongoing.

### *Property Crimes*

On December 14, 2023, police officers from the Richmond RCMP and Vancouver Police Department executed a search warrant at a residence in the 4000 block of No. 5 Road. The joint forces operation led to the recovery of a large amount of evidence connected to a group committing multi-jurisdictional mail thefts and frauds. Charges are pending.

### Analysis of Police Statistics

#### *Arson*

In December 2023, there were eight reported arsons, which is a decrease of two incidents from the previous month and an increase of four incidents from December 2022. No patterns or trends have been identified. The number of arsons this month is within the average range.

In 2023, reported arsons decreased by 11 per cent compared to the previous year. This decrease is within the expected year-over-year statistical variance.

#### *Assault Serious (Assault with a Weapon)*

There were 15 serious assault events in December 2023, which represents a six per cent decrease from the previous month and a six per cent decrease from December 2022. No patterns or trends have been identified. The number of serious assaults this month is within the average range.

In 2023, assault serious events increased by 12 per cent compared to the previous year. This increase is within the expected year-over-year statistical variance.

Approximately 27 per cent of the incidents reported in December 2023 were domestic assaults.

#### *Auto Theft*

In December 2023, there were 21 auto thefts, which represents no change from the previous month and a 24 per cent increase from December 2022. No patterns or trends have been identified. The number of auto thefts this month is within the average range.

The total number of auto thefts reported in 2023 remained unchanged from 2022.

### *Drugs*

In December 2023, there were 24 drug offences, which is a 45 per cent decrease from the previous month and a 14 per cent decrease from December 2022. No patterns or trends have been identified. The number of drug incidents this month is within the average range.

In 2023, drug incidents increased by seven per cent compared to the previous year. This increase is within the expected year-over-year statistical variance.

### *Mental Health*

There were 248 mental health-related incidents in December 2023, representing a 16 per cent increase from the previous month and a 12 per cent increase from December 2022. No patterns or trends have been identified. The number of mental health-related incidents this month is within the average range.

In 2023, mental health-related incidents increased by three per cent compared to the previous year. This increase is within the expected year-over-year statistical variance.

There were 93 police apprehensions this month, the second-highest number recorded in 2023. The average hospital wait time was in the average range of 125 minutes. The extended wait time has been attributed to four files with exceptionally long wait times.

### *Residential Break and Enter*

There were 33 break and enters to residences in December 2023, which is more than double the number reported the previous month and a 27 per cent increase from December 2022. No patterns or trends have been identified. The number of residential break and enters this month is within the average range.

In 2023, residential break and enters decreased by two per cent compared to the previous year. This decrease is within the expected year-over-year statistical variance.

### *Commercial Break and Enter*

In December 2023, there were 16 break and enters to businesses, which represents a 45 per cent decrease from the previous month and a 54 per cent decrease from December 2022. No patterns or trends have been identified. The number of commercial break and enters this month is below the average range.

In 2023, commercial break and enters decreased by 16 per cent compared to the previous year. This decrease is within the expected year-over-year statistical variance.

### *Robbery*

There were six robberies in December 2023, representing no change from the previous month and no change from December 2022. No patterns or trends have been identified. The number of robberies this month is within the average range.

In 2023, robberies increased by five per cent compared to the previous year. This increase is within the expected year-over-year statistical variance.

Seven persons of interest have been identified in the robberies reported this month.

### *Sexual Offences*

In December 2023, there were 24 sexual offence files, representing a 60 per cent increase from the previous month and a 41 per cent increase from December 2022.<sup>2</sup> No patterns or trends have been identified. The number of sexual offences this month is above the average range.

In 2023, sexual offences increased by nine per cent compared to the previous year. This increase is within the expected year-over-year statistical variance.

Approximately 42 per cent of the incidents reported in December 2023 were sexual assaults and 19 suspects have been identified.

### *Shoplifting*

There were 103 reported shoplifting thefts in December 2023, which is an eight per cent decrease from the previous month and a 47 per cent increase from December 2022. No patterns or trends have been identified. The number of shoplifting thefts this month is above the average range.

In 2023, shoplifting thefts increased by 54 per cent compared to the previous year. This increase is above the expected year-over-year statistical variance.

The top targeted location remained consistent with previous months. Suspects have been identified in 29 per cent of reported incidents this month.

### *Theft from Automobile*

There were 59 thefts from automobile incidents in December 2023, which is a 26 per cent decrease from the previous month and a 51 per cent decrease from December 2022. The number of thefts from automobiles this month is below the average range.

In 2023, the number of thefts from automobiles remained unchanged from the previous year.

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<sup>2</sup> The Sexual Offences category comprises a range of offences including: sexual assault, sexual interference, making and distributing child pornography, possessing and accessing child pornography and indecent acts/exposing.

*Hate Crimes and Incidents*

Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2019 and December 31, 2023.<sup>3</sup> 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. No hate crimes or incidents were reported in December 2023.

In 2023, there were a total of 25 hate crimes and incidents, representing a 26 per cent decrease from 2022 and a 44 per cent decrease from 2021.

| Table 1 – Hate Crimes and Hate Incidents |                  |                     |       |
|--|------------------|---------------------|-------|
| Year                                     | Hate Crime Files | Hate Incident Files | Total |
| 2019                                     | 11               | 9                   | 20    |
| 2020                                     | 21               | 13                  | 34    |
| 2021                                     | 21               | 24                  | 45    |
| 2022                                     | 8                | 26                  | 34    |
| 2023                                     | 6                | 19                  | 25    |

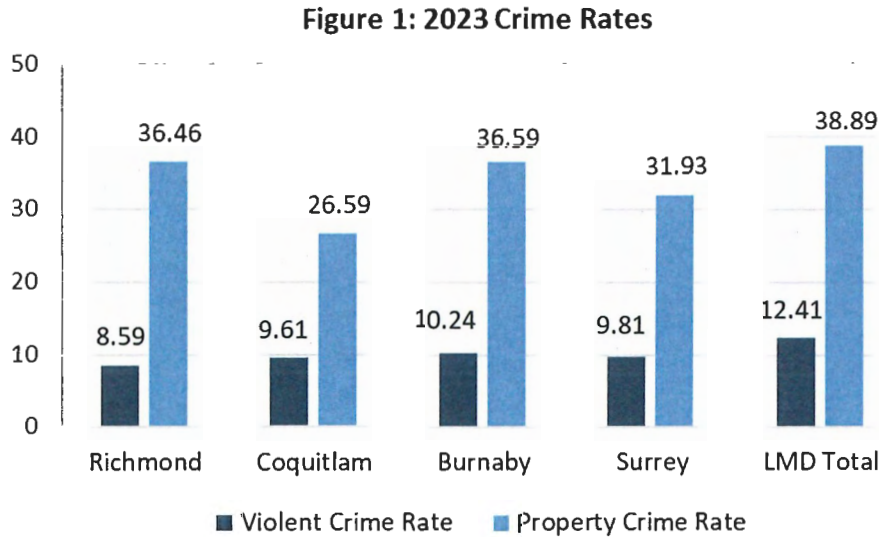
Of the events reported in 2023, 14 incidents were anti-LGBTQS+, three were anti-Chinese, two displayed a swastika, and two were anti-South Asian. The majority of the anti-LGBTQS+ incidents were connected to graffiti on rainbow crosswalks. Additional incidents were single events targeting a variety of groups, including Asians, Blacks, Christians and Jews.

| Table 2 – Groups Targeted in Hate Crimes and Hate Incidents 2023 |                  |
|--|------------------|
| Group Targeted   | Number of Events |
| LGBTQS+  | 14               |
| Chinese  | 3                |
| Swastika/Nazi flag   | 2                |
| South Asian  | 2                |
| Asian  | 1                |
| Black  | 1                |
| Christian  | 1                |
| Jewish   | 1                |
| Total  | 25               |

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

Crime Trends Across Jurisdictions

Data on crime rates is presented in Figure 1.<sup>4</sup> In 2023, out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the lowest violent crime rate. The property crime rate for Richmond was below the LMD average.



Block Watch

At the end of December 2023, the Block Watch program had 307 groups, totalling 7,092 participants. Currently, the program includes 442 captains and co-captains. The number of participants in 2023 remained relatively unchanged compared to the previous year. In 2023, additional recruitment and training efforts were conducted as the Block Watch Program remained responsive to ongoing participant and group number changes.

Community Police Station Programs

Community police stations 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 to 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.

One hundred and one active volunteers in 2023 contributed 4,614 hours to community policing programs, including 403 hours of volunteer foot/van patrols and 110 hours of volunteer bike

<sup>4</sup> Crime rate is year to date (YTD) and calculated per 1,000 people.



patrols. In 2023, volunteers also issued 6,078 Fail to Stop letters, 1,903 Speed Watch letters and 6,354 Lock Out Auto Crime letters.

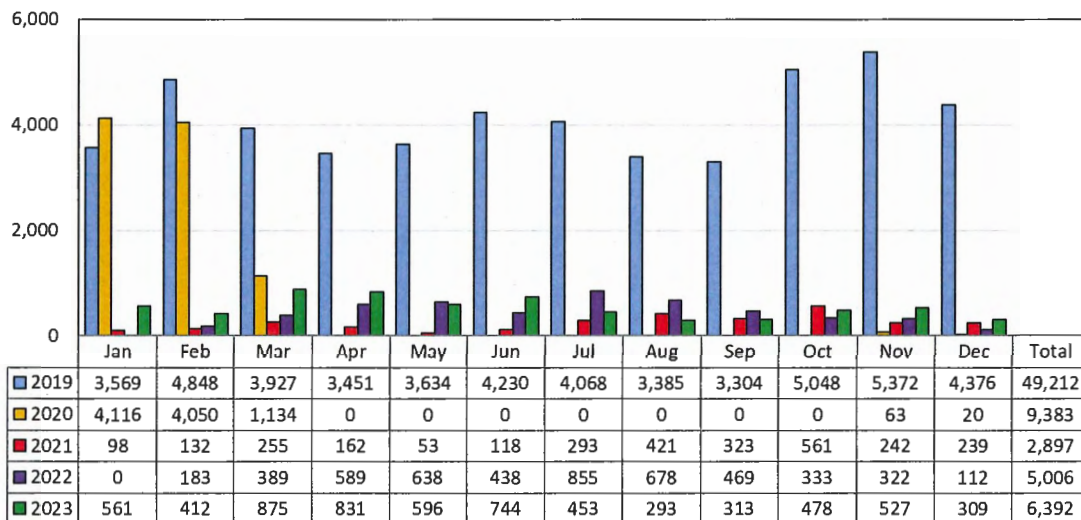
During December, volunteer highlights included:

- The deployment of two volunteer foot/van patrols, totalling seven hours and one bike patrol, totalling 12 hours.
- A total of 17 Fail to Stop deployments took place, resulting in 496 information letters issued.
- There were 22 Lock Out Auto Crime deployments, resulting in 309 information letters issued.
- December 2 – Volunteers assisted RCMP officers with a Counter Attack Roadblock initiative by collecting statistics and taking photographs.
- December 3 – Volunteers attended Santa’s arrival in Steveston, assisted with crowd control, and escorted Santa from the wharf to the Gulf of Georgia Cannery for a photograph event.
- December 10 – Volunteers attended the Menorah Lighting outside the Richmond Public Library and provided foot patrols of the area.

*Lock Out Auto Crime*

Figure 2 provides a yearly comparison of the number of vehicle notices issued.<sup>5</sup>

**Figure 2: Lock Out Auto Crime Vehicles Issued a Notice**

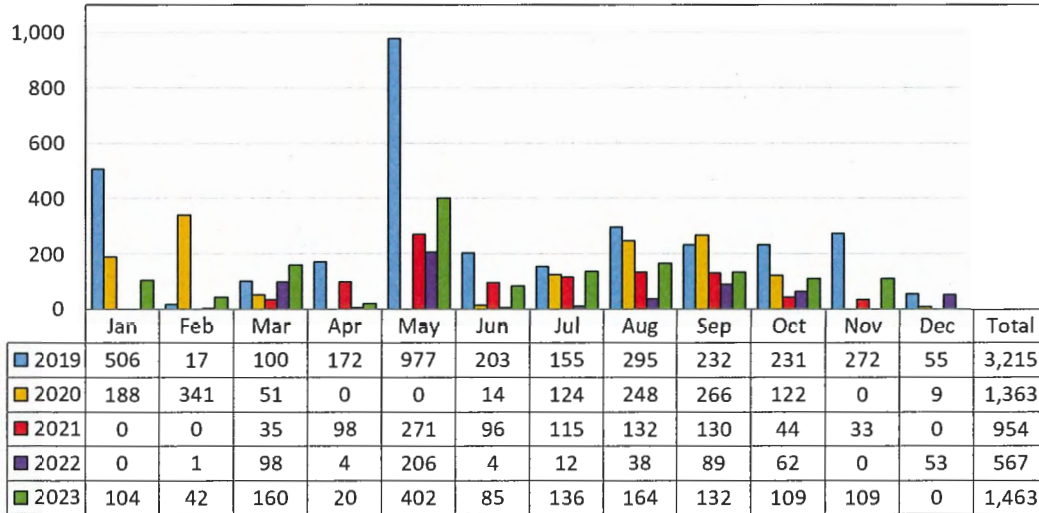


<sup>5</sup> Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices. Letters are only issued to vehicles displaying security vulnerabilities; whereas previously, notices were issued to all vehicles. This has resulted in a significant reduction in the number of letters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

*Speed Watch*

Figure 3 compares the number of letters sent to registered vehicle owners yearly.

**Figure 3: Speed Watch Letters Sent**



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:

- Business Outreach
- Diversity and Inclusion Initiatives
- Place of Worship Patrols
- Santa’s Arrival in Steveston
- SPICE Event
- Theft from Automobiles

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. Table 3 compares statistics for December 2023 to both November 2023 and October 2023. Violation tickets were issued for the following infractions:

Table 3: Violation Tickets Issued

| <b>Infraction</b>               | <b>October 2023</b> | <b>November 2023</b> | <b>December 2023</b> |
|---------------------------------|---------------------|----------------------|----------------------|
| Distracted Driving              | 73                  | 72                   | 84                   |
| Driver License                  | 179                 | 146                  | 126                  |
| Impaired                        | 22                  | 34                   | 19                   |
| Intersection Offences           | 38                  | 41                   | 22                   |
| Moving Infractions <sup>6</sup> | 73                  | 85                   | 71                   |
| Speeding                        | 282                 | 160                  | 117                  |
| Seatbelts                       | 10                  | 7                    | 5                    |
| Vehicle-Related <sup>7</sup>    | 139                 | 108                  | 101                  |
| Other <sup>8</sup>              | 8                   | 15                   | 8                    |
| <b>Total</b>                    | <b>824</b>          | <b>668</b>           | <b>553</b>           |

Victim Services

In December 2023, Richmond RCMP Victim Services met with 67 new clients and attended three crime/trauma scenes after hours. The unit currently maintains an active caseload of 95 files. In December, Victim Services responded to several cases involving medical-related sudden deaths, family conflicts and frauds.

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:

- An RCMP officer in the Youth Section attended the Alumni Career Fair at Steveston London Secondary and provided Youth Academy applications and information on policing.
- The first term of DARE concluded for the 2023-2024 school year, and DARE graduations were held for over 200 students.

<sup>6</sup> Moving infractions refers to unsafe lane change and unsafe passing.

<sup>7</sup> Vehicle related refers to vehicle defects, for example no lights and no insurance.

<sup>8</sup> Other refers to miscellaneous charges including failing to remain at the scene of an accident and failing to stop for police.

**Financial Impact**

None.

**Conclusion**

In December 2023, the Richmond RCMP conducted several noteworthy investigations, including a trend of fraudulent bank drafts and a boost-and-bust operation. Police statistics for this month indicate that most crime types were within the average ranges, except for sexual offences and shoplifting thefts, which were elevated and commercial break and enters and thefts from automobiles, which were below average.

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



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

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

### 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](mailto:blockwatch@richmond.ca)
- For more information, visit [www.richmond.ca/safety/police/prevention/blockwatch.htm](http://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](http://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](http://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 2023 STATISTICS

### RICHMOND RCMP

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

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

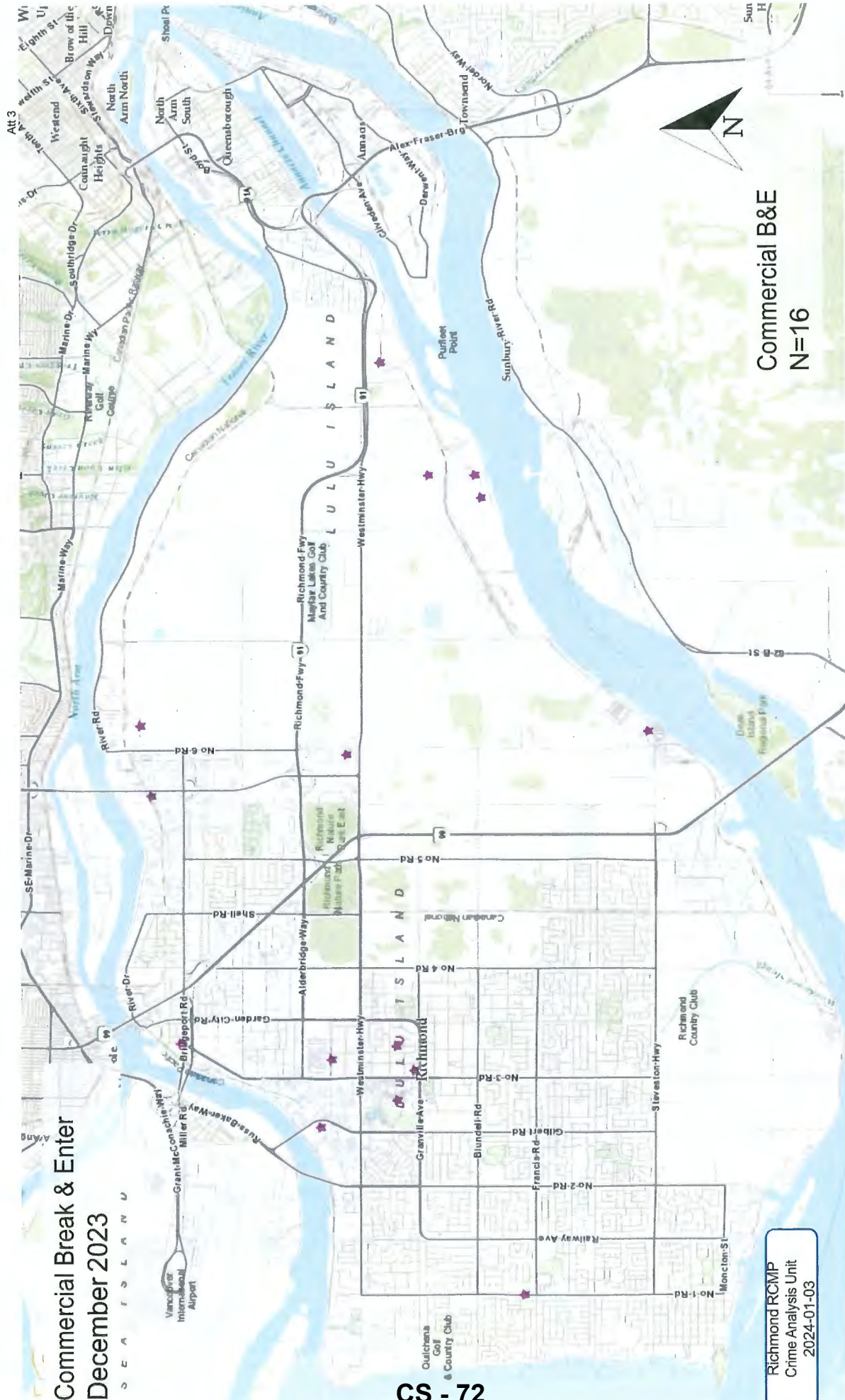
The 5 year average is based on activity within a single month over the past 5 years. If the current monthly total for an offence falls outside the 5 year range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red** if higher and **blue** if below. If the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

|   | Month       | 5-Yr Avg | 5-Yr Range | Year to Date Totals |       |          |          |
|---|-------------|----------|------------|---------------------|-------|----------|----------|
|   | Dec - 23    | December |            | 2022                | 2023  | % Change | # Change |
| <b>VIOLENT CRIME</b><br>(UCR 1000-Series Offences)            | <b>149</b>  | 135.4    | 127-143    | 1653                | 1838  | 11%      | 185      |
| Robbery   | 6           | 6.0      | 5-7        | 61                  | 64    | 5%       | 3        |
| Assault Common  | 43          | 48.6     | 40-57      | 581                 | 589   | 1%       | 8        |
| Assault Serious   | 15          | 14.0     | 7-21       | 208                 | 232   | 12%      | 24       |
| Sexual Offences   | 24          | 13.8     | 10-17      | 208                 | 226   | 9%       | 18       |
| <b>PROPERTY CRIME</b><br>(UCR 2000-Series Offences)           | <b>595</b>  | 610.6    | 521-700    | 6802                | 7809  | 15%      | 1007     |
| Business B&E  | 16          | 34.8     | 28-41      | 361                 | 302   | -16%     | -59      |
| Residential B&E   | 33          | 50.2     | 24-77      | 293                 | 288   | -2%      | -5       |
| Auto Theft  | 21          | 25.2     | 18-33      | 252                 | 253   | 0%       | 1        |
| Theft from Auto   | 59          | 148.8    | 107-191    | 1400                | 1398  | 0%       | -2       |
| Theft   | 113         | 90.4     | 69-112     | 1090                | 1366  | 25%      | 276      |
| Shoplifting   | 103         | 66.2     | 51-82      | 826                 | 1273  | 54%      | 447      |
| Fraud   | 102         | 69.0     | 61-77      | 785                 | 1029  | 31%      | 244      |
| <b>OTHER CRIMINAL CODE</b><br>(UCR 3000-Series Offences)      | <b>345</b>  | 220.6    | 186-255    | 3040                | 3291  | 8%       | 251      |
| Arson   | 8           | 6.2      | 1-11       | 89                  | 78    | -12%     | -11      |
| <b>SUBTOTAL CC OFFENCES</b><br>(UCR 1000 to 3000 Series)      | <b>1089</b> | 967.6    | 908-1028   | 11502               | 12942 | 13%      | 1440     |
| <b>DRUGS</b><br>(UCR 4000-Series Offences)                    | 24          | 44.2     | 7-82       | 501                 | 538   | 7%       | 37       |
| <b>MHA RELATED CALLS</b><br>(MHA files or Mental Health flag) | 248         | 248.8    | 232-266    | 2768                | 2859  | 3%       | 91       |

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# Commercial Break & Enter December 2023

S E A T I S L A N D



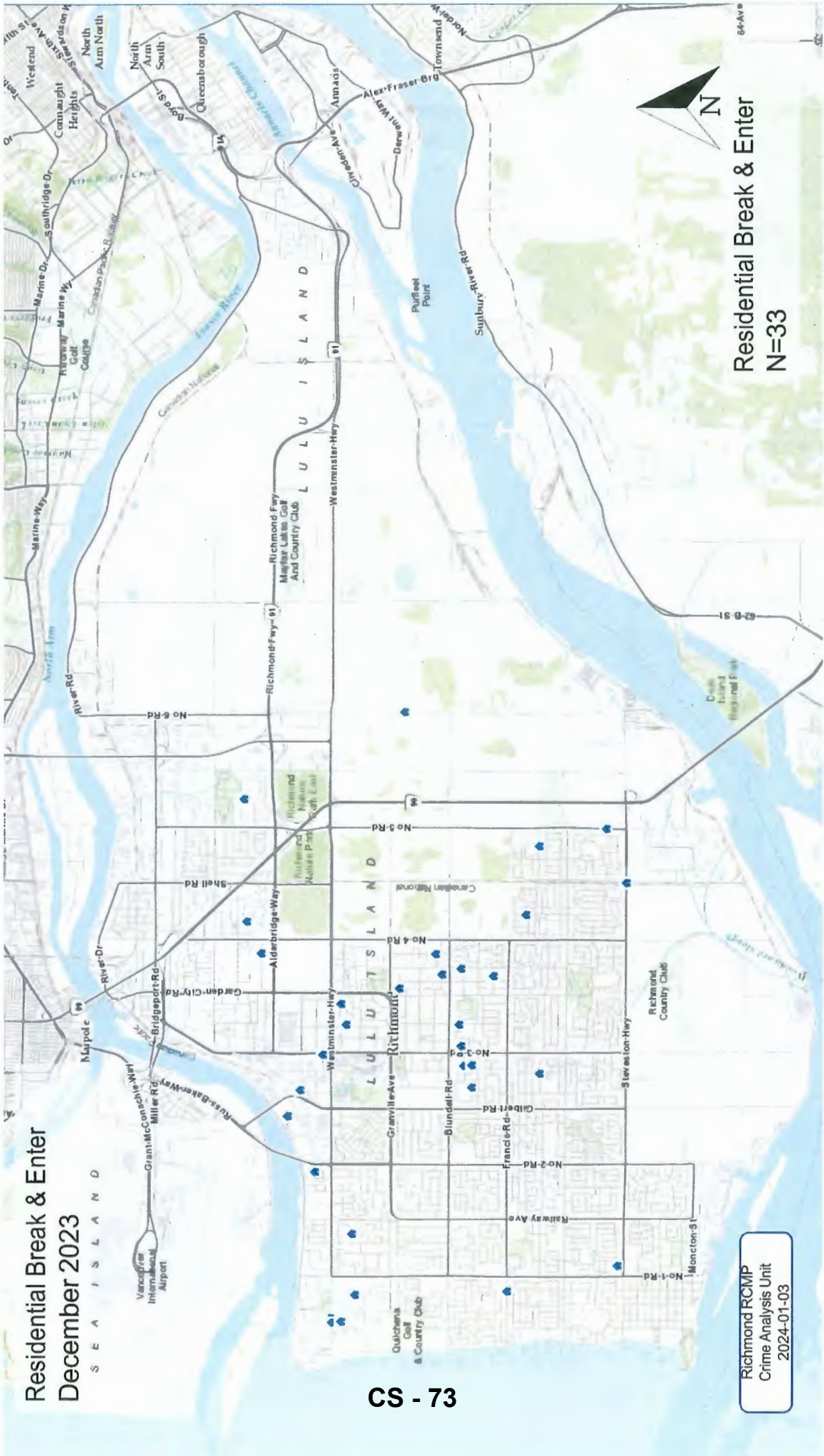
CS - 72

Richmond RCMP  
Crime Analysis Unit  
2024-01-03

Commercial B&E  
N=16







**Residential Break & Enter  
December 2023**

SEA ISLAND

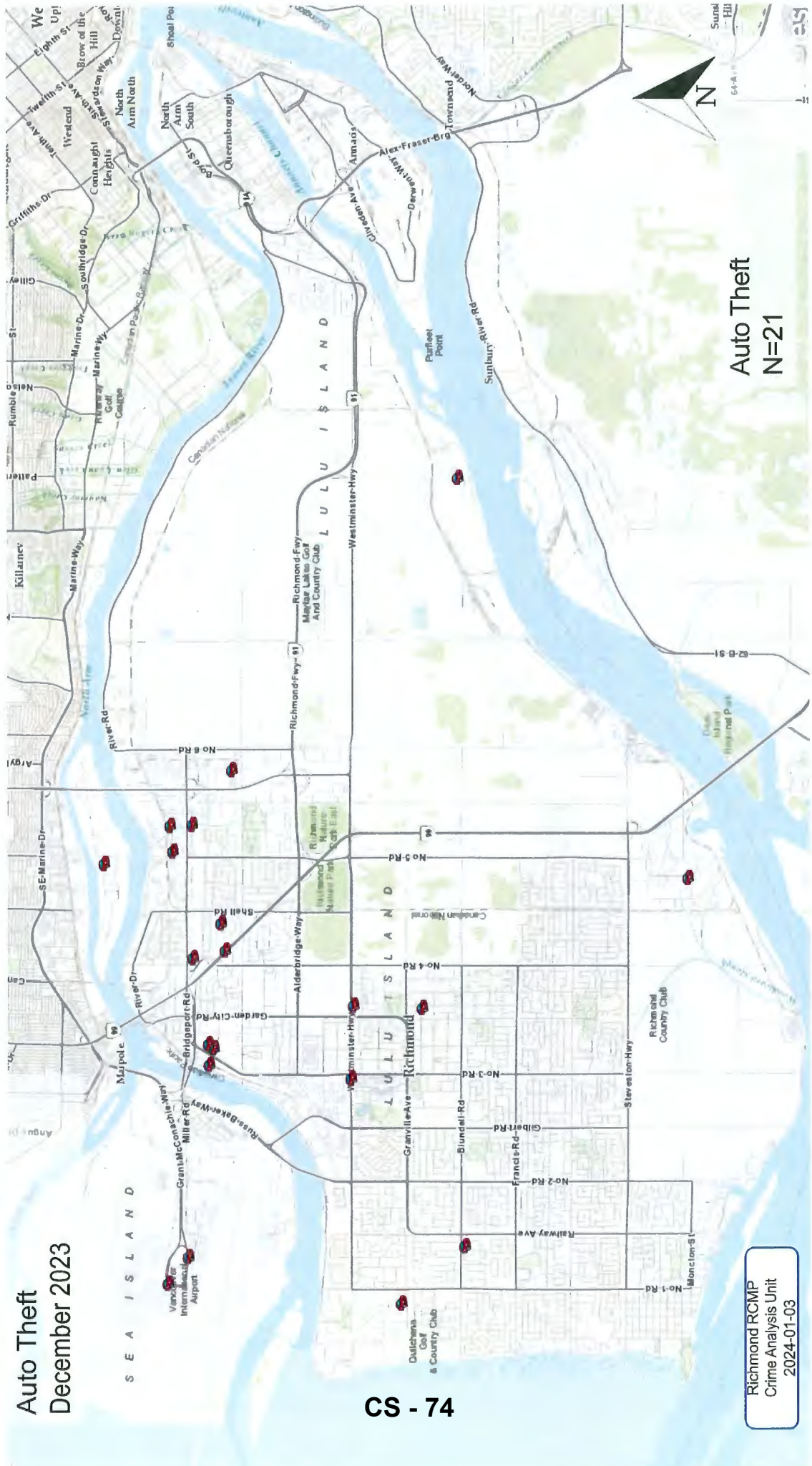
CS - 73

Richmond RCMP  
Crime Analysis Unit  
2024-01-03

Residential Break & Enter  
N=33

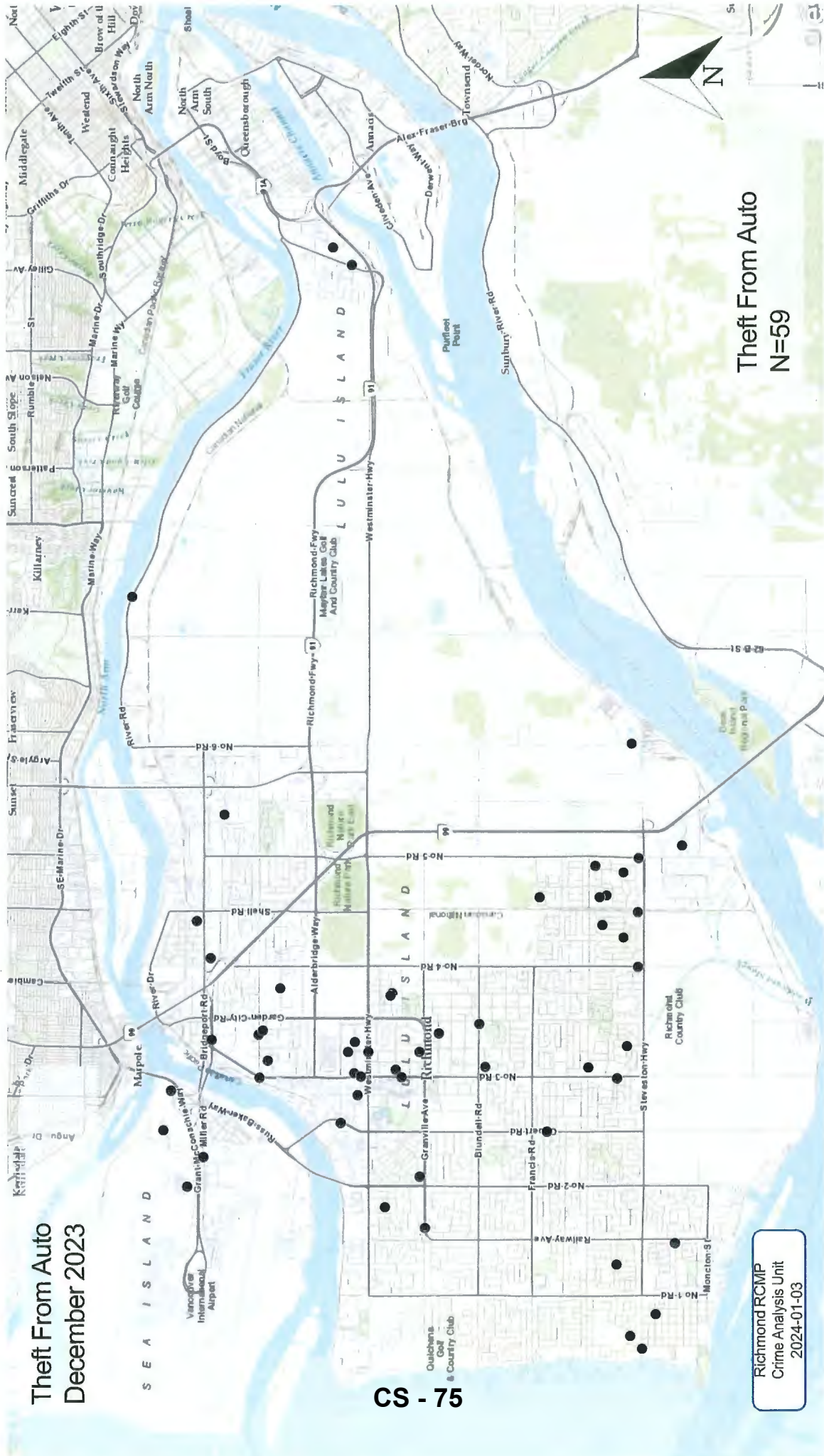


# Auto Theft December 2023



# Auto Theft N=21

Richmond RCMP  
 Crime Analysis Unit  
 2024-01-03



**Theft From Auto  
December 2023**

**Theft From Auto  
N=59**

**CS - 75**

Richmond RCMP  
Crime Analysis Unit  
2024-01-03