

Agenda

Community Safety Committee Electronic Meeting

Council Chambers, City Hall 6911 No. 3 Road Tuesday, February 15, 2022 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 11, 2022.

NEXT COMMITTEE MEETING DATE

March 15, 2022, (tentative date) at 4:00 p.m. in the Council Chambers

DELEGATIONS

CS-37 1. Vedanshi Vala, Co-founder and Executive Director, and Shreyanshi Vala, Operations Director, **BOLT Safety Society**, to present on the youth-led nonprofit, aiming to foster safer, equitable and more inclusive communities through various community-focused initiatives.

	Comm	unity Safety Committee Agenda – Tuesday, February 15, 2022			
Pg. #	ITEM	<u></u>			
		COMMUNITY SAFETY DIVISION			
	2.	BUSINESS LICENSE ACTIVITY REPORT – 2021 YEAR IN REVIEW (File Ref. No. 12-8375-03) (REDMS No. 6804963)			
CS-47		See Page CS-47 for full report			
		Designated Speaker: Mark Corrado			
		STAFF RECOMMENDATION			
		That the staff report titled "Business Licence Activity Report – 2021 Year in Review", dated January 24, 2022, from the General Manager, Community Safety, be received for information.			
	3.	PROPERTY USE ACTIVITY REPORT – 2021 YEAR IN REVIEW (File Ref. No. 12-8060-00) (REDMS No. 6827109)			
CS-51		See Page CS-51 for full report			
		Designated Speaker: Mark Corrado			
		STAFF RECOMMENDATION			
		That the staff report titled "Property Use Activity Report – 2021 Year in Review", dated January 24, 2022, from the General Manager, Community Safety, be received for information.			

4. **COMMUNITY BYLAWS PARKING ENFORCEMENT AND ANIMAL SERVICES MONTHLY ACTIVITY REPORT – 2021 IN REVIEW** (File Ref. No. 12-8060-01) (REDMS No. 6812620)

CS-57

See Page CS-57 for full report

Designated Speaker: Susan Lloyd

STAFF RECOMMENDATION

That the staff report titled "Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – 2021 in Review", dated January 10, 2022, from the General Manager, Community Safety, be received for information.

5. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – DECEMBER 2021 AND YEAR IN REVIEW

(File Ref. No. 09-5140-01) (REDMS No. 6815910)

CS-67

See Page CS-67 for full report

Designated Speaker: Acting Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – December 2021 and 2021 in Review", dated January 10, 2022, from the Acting Fire Chief, be received for information.

6. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Acting Fire Chief Jim Wishlove

Items for discussion: *None*

7. RCMP MONTHLY ACTIVITY REPORT – DECEMBER 2021 (File Ref. No. 09-5000-01) (REDMS No. 6802689)

CS-81

See Page CS-81 for full report

Designated Speaker: Acting Chief Supt. Julie Drotar

STAFF RECOMMENDATION

That the staff report titled "RCMP Monthly Activity Report - December 2021", dated January 12, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information

8. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Acting OIC Supt. Julie Drotar

Items for discussion:

None

Pg. # ITEM

9. MANAGER'S REPORT

ADJOURNMENT



Minutes

Community Safety Committee

Date:	Tuesday, January 11, 2022
Place:	Council Chambers Richmond City Hall
Present:	Councillor Linda McPhail, Chair Councillor Carol Day Councillor Andy Hobbs Councillor Alexa Loo (by teleconference) Councillor Bill McNulty Councillor Harold Steves (by teleconference)
Also Present:	Councillor Chak Au (by teleconference) Councillor Michael Wolfe (by teleconference)
Call to Order:	The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded That the minutes of the meeting of the Community Safety Committee held on December 7, 2022, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

February 15, 2022, (tentative date) at 4:00 p.m. in the Council Chambers

AGENDA ADDITION

It was moved and seconded *That Temporary Patios be added to the agenda as Item No. 7A.*

CARRIED

1.

DELEGATIONS

1. Oliver Grüter-Andrew, President and CEO, and Stephen Thatcher, Vice President, Operations, E-Comm 9-1-1 (E-Comm), were in attendance to provide a presentation on police communication operations and 9-1-1 update. A PowerPoint presentation was given (attached to and forming part of these minutes as Schedule 1), providing an overview of E-Comm operations, including service challenges, review processes, statistics and proposed recommendations, together with an introduction to Next Generation 9-1-1.

Discussion ensued with respect to the increased 9-1-1 call volume and subsequent delay in response times, noting that historical weather events, simultaneous with the considerable staffing vacancy of BC Ambulance, were drivers for the historical call volume increase late spring 2021. Mr. Thatcher noted that recruiting and vacancy challenges are North America wide and that the more complex the operation, the more challenging it is to retain employees. Mr. Thatcher further noted that, in an effort to reduce wait times, E-Comm worked with BC Ambulance to build capacity and implement a system to triage calls (cross-train staff, etc.). However, without the required increase in BC Ambulance staffing to meet the call volume targets (approximately 125 additional staff), the increase in service was limited and not sustainable for E-Comm.

The delegation advised they are in conversation with City staff with respect to E-Comm's community safety initiatives, and that a further update will be provided to the Committee later in the year.

COMMUNITY SAFETY DIVISION

2. **PROPERTY USE MONTHLY ACTIVITY REPORT – NOVEMBER** 2021

(File Ref. No. 12-8375-03) (REDMS No. 6793753)

A brief discussion ensued with respect to illegal ride-hailing. Staff noted they are aware of three illegal ride-hailing companies operating in the Lower Mainland, including Richmond, and that the number of drivers working for these companies is unknown. Staff further noted they will continue to work with partner law enforcement agencies in a pro-active manner for ongoing enforcement and to seek additional opportunities to address. With respect to snow removal enforcement, staff noted there were no fines or warnings issued during the recent snow storm, adopting the strategy to gain compliance through education (e.g. pamphlets, social media, etc.) and that, going forward, fines will be issued as it will be a reoccurrence. Staff further noted in cases where the residence is empty, snow removal can be done on an emergency basis, with a fine issued to the property owner.

It was moved and seconded

That the staff report titled "Property Use Monthly Activity Report – November 2021", dated December 10, 2021, from the General Manager, Community Safety, be received for information.

CARRIED

COMMUNITY BYLAWS PARKING ENFORCEMENT AND ANIMAL SERVICES MONTHLY ACTIVITY REPORT – NOVEMBER 2021 (File Ref. No. 12-8060-01) (REDMS No. 6786539)

Discussion ensued with respect to non-compliance and ticketing regarding off-leash dogs on school grounds and City parks. Staff noted that compliance is generally sought through education, with Bylaw Officers providing information and a warning when non-compliant. Staff further noted that Bylaw Officers have access to previous warnings and will move forward with a ticket for any reoccurrence.

It was moved and seconded

That the staff report titled "Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – November 2021", dated December 8, 2021, from the General Manager, Community Safety, be received for information.

CARRIED

4. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – NOVEMBER 2021

(File Ref. No. 99-Fire Rescue/) (REDMS No. 6794970)

It was moved and seconded

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – November 2021", dated December 6, 2021, from the Acting Fire Chief, be received for information.

CARRIED

5. FIRE CHIEF BRIEFING (Verbal Report)

Items for discussion: None.

3.

6. **RCMP MONTHLY ACTIVITY REPORT – NOVEMBER 2021** (File Ref. No. 09-5000-01) (REDMS No. 6787436)

It was moved and seconded

That the staff report titled "RCMP Monthly Activity Report - November 2021 ", dated December 7, 2021, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

RCMP/OIC BRIEFING (Verbal Report) Items for discussion:

None.

7A. TEMPORARY PATIOS

Item 7A was withdrawn.

8. MANAGER'S REPORT None.

ADJOURNMENT

It was moved and seconded *That the meeting adjourn (5:18 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 11, 2022.

Councillor Linda McPhail Chair Lorraine Anderson Legislative Services Associate

Schedule 1 to the Minutes of the Community Safety Committee meeting of Richmond City Council held on Tuesday, January 11, 2022.

Police Communications Operations and 9-1-1 Update SMT Meeting with CAO - January 11, 2022

Oliver Grüter-Andrew, President & CEO Stephen Thatcher, Vice President, Operations

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Agenda

Police Communications Operations

2021 Pressures

Police Communications Operations Review

2022 Levy

I NG9-1-1





E-Comm Background

- E-Comm has been providing 9-1-1, police emergency/non-emergency call taking and dispatch services since 1999.
- An initial base of agency partners (e.g. MetroVan RD for 9-1-1 call-taking, VPD and Highway Patrol) dispatch was expanded on substantially between 2011 and 2019 to include 9 out of 10 independent police departments as well as four large RCMP detachments.
- Critically, E-Comm's 9-1-1 call-taking responsibilities grew to answering 99% of all 9-1-1 calls made in B.C, making E-Comm a province-wide business.
- In 2020 E-Comm received and down-streamed 1.85M 9-1-1 calls, and we answered 564K police emergency calls and 668K police non-emergency calls on behalf of its agency partners.
- Since 2019, E-Comm supports all independent municipal police departments in B.C. with communication services, except the Nelson Police Department.





Two Major Service Challenges

- 1. Non-emergency call taking answer delays
 - □ Started to miss service targets periodically in 2017
 - □ Significant answer delays experienced in 2018/19, but less in 2020 due to COVID
 - Conducted fulsome Operations Review to understand root causes
 - □ Working with police leadership on re-structuring and re-funding of service
 - □ Short-term improvements will require significant investment in the next few years





Two Major Service Challenges

- 2. Delays to 9-1-1 answering
 - □ New problem starting in later spring 2021
 - □ Rooted in increased calls for Ambulance service and staffing shortage at BCEHS
 - □ Working with BCEHS to address impact on 9-1-1 service





Service Delivery Challenges

- In the summer of 2018 E-Comm started to exhibit difficulties meeting its service level objectives for non-emergency call taking, leading to periodic excessive wait times for callers.
- E-Comm last updated agencies (and in some cases their Board) in late 2019 on its assessment of the issues and its plans to address them, including an analysis of calltaker capacity shortfall in communication centre.
- In the autumn of 2019 E-Comm first presented a high-level capacity remediation plan to police chiefs and committed to a more robust analysis ("Operations Review") to ensure a solid understanding of all underlying issues and proposed measures.
- E-Comm requested additional call-taker funding from all its police partner agencies for 2020 and made plans to conduct the Operations Review that year, but both objectives were deferred largely due to the COVID-19 pandemic.
- E-Comm re-grouped to launch the Operations Review in late 2020 in multiple stages.





Operations Review Purpose and Scope

Purpose

- Present a comprehensive information set concerning E-Comm's operational performance challenges
- □ Present the data for key indicators over several years (trending)
- □ Identify root causes for service performance challenges
- Demonstrate and quantify E-Comm's need for additional funding
- Show that the full range of issues has been explored and that there will be no further "catch up" funding requests as a result of areas of work not reviewed

Scope

- Police call-taking, dispatch and CPIC reporting activities in the Lower Mainland and on Vancouver Island
- Direct support activities such as supervisory/management, workforce planning/scheduling, training and mentoring, policy and application support services





Operations Review Approach

Phase 1: September – December 2020:

E-Comm operations self-study and <u>internal operations review</u> report. Delivered internally by E-Comm, with guidance on content and structure from our police partner agencies.

Phase 2: January – April 2021:

<u>External validation of internal review findings</u>. Conducted by PricewaterhouseCoopers "PwC" with representatives of E-Comm police partner agencies and qualified external contributors.

Phase 3: April – September 2021:

Engagement with municipal finance departments in <u>2022 pre-budgeting process</u>. Funding proposals focused on addressing staffing and capability gaps identified in Phase 2 report.

Phase 4: June – December 2021:

Develop and present <u>multi-year plan</u> to deliver services to expectations through review of public service needs, changes to our traditional operations practices and further funding





Operations Review Process – Phase 2

- Independent analysis of data by PwC; applied expertise in call centre management by using established tools and process evaluation techniques to determine needs as defined by our unique environment.
- Generated a "Current State Report".
- PwC engaged with a Steering Committee comprised of senior police representatives on behalf of the agencies served by E-Comm and two of E-Comm's board members.
- PwC finalized, across six broad categories, a series of recommendations that are designed to drive greater operational efficiency and maturity.
- PwC facilitated discussions with the E-Comm Executive Leadership Team to prioritize these recommendations.
- □ PwC's final draft review and report delivered to E-Comm April 9, 2021.
- E-Comm shared outcomes with BC Association of Chiefs of Municipal Police and RCMP senior leadership.





Recommendations are summarised in 6 core groups

1. Rightsize

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E-Comm is significantly understaffed. To hit service level and occupancy targets (while factoring in shrinkage) the ECC needs to significantly increase FTE in Call Taking and recruitment into Dispatch. Specifics of the increase and initiatives which could reduce the delta are outlined in Section 1.

Also, to support the recommendations in Section 2, E-Comm needs to allocate dedicated resources to manage change in the ECC. Resource 'rightsizing' should be considered on a 'per-project' basis depending on size and complexity.

2. Build enterprise capabilities

E-Comm does no mave the above to evolve in its current structure. To drive change and optimise successfully, E-Comm needs to:

- Build foundational enterprise capabilities that will support operational planning, change and project management.
- Develop interactive governance frameworks with functional level Agency resources to collaboratively solve issues and build confidence.

We are recommending a 'startsmall', 'finish-big' approach to developing critical enterprise capabilities and operational maturity.

3. Build core capabilities

Core capabilities of Workforce, Reporting, Training, and Quality Assurance are not evolved to support ECC needs.

E-Comm needs to:

- Configure NICE WFM.
- Enable Real-time Adherence.
- Start gaining efficiency from NICE WFM.
- Enhance Reporting.
- Modify and improve existing training.
- Design and deliver additional training.
- Develop proactive Quality assurance.
- Build soft-skills and competencies with Supervisors, Team Leads, Mentors and Managers.

4. Operational realignment

There is a gap between the core services the ECC is designed to support and the services agencies expect the ECC to deliver.

E-Comm needs to reset service expectations by:

- Developing service catalogues and analysing service ability based on current funding.
- Re-baselining services with agencies.
- Developing data and reporting capabilities to track and forecast future shifts in demand.

5. Optimise efficiencies

Once resources are right-sized, the ECC will be in a position to leverage capacity and begin to optimise efficiencies across operations.

E-Comm should focus on:

- Review of Dispatch and strategies to reduce Dispatch demand.
- Review Call Taking for staffing and channel optimisations.
- Review technology for near and long term call deflection and self-serve techniques to lower the volume of contacts connecting to live Agents.
- Review future-state tech options for optimisation (inc. NG9-1-1).

6. NG9-1-1 readiness

Not Generation 9-1-1-0069-1-1) will become a reality over the coming few years. While E-Comm is developing its operational maturity model it is crucial that NG9-1-1 readiness is a fundamental, line-of-sight consideration.

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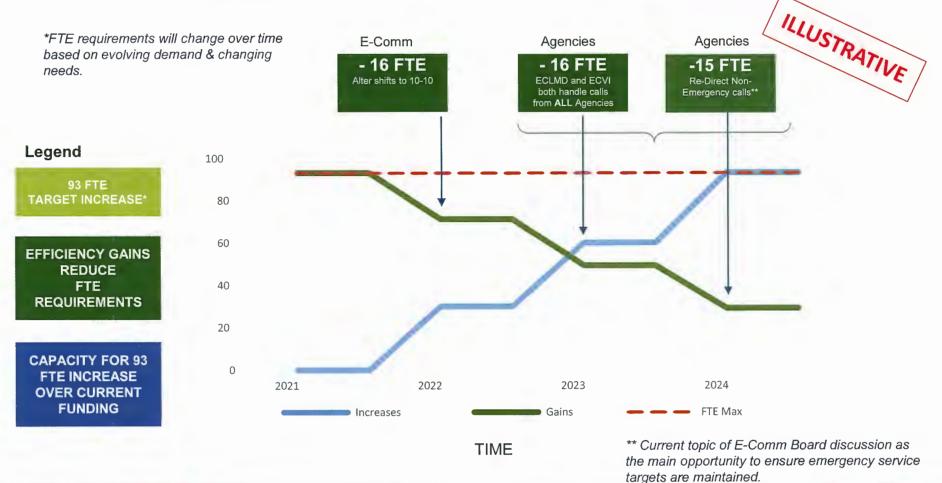
E-Comm should prepare for the transition by:

- Developing operational requirements that drive technical solution design.
- Creating a business readiness roadmap to support effective transition.
- Reviewing 'future-state' operating model options to drive optimisation efficiencies.





While ramping up, innovations can drive significant FTE reductions





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Key Considerations for E-Comm and its Partners

- Ability To Fund: all cities and police agencies are under pressure to maintain or even reduce current funding levels – are the levels of additional funding calculated by the Operations Review team realistically obtainable?
- E-Comm's Core Business: E-Comm's mission is to deliver exceptional <u>emergency</u> communication services. We need an active discussion about the place of non-emergency call-taking, as this is the source of greatest inefficiencies and new funding needs.
- It's not just about call taker FTEs: E-Comm has a multi-year deficit of staff support investments, such as in mental health support, recruiting, training, mentoring and development. Before funding increases are reflected in additional call-takers and service level improvements, we need to invest in these support structures to sustain the change.
- □ Radical Transformation / NG911: to make the scope of services successful and support our employees' well-being we need to drastically re-think our service delivery model.





Next Steps

- E-Comm will complete the Phase 4 deliverables and report on a <u>multi-year plan</u> for investment and transformation to return service levels to current targets.
- ❑ We will also demonstrate scenarios of investment need if some current <u>key assumptions</u> <u>are changed</u>, e.g. about service targets and service scope.
- E-Comm's Board of Directors will discuss the options at a strategic retreat in late December and provide guidance to management about the preferred <u>future scenario</u> of scope, service model and funding need.
- □ The Executive Team will subsequently be in touch with agencies and cities to discuss the Board's direction and work on a mutual <u>multi-year implementation</u> plan.
- □ E-Comm's Board of Directors has approved a <u>2022 funding increase</u> to allow us to begin our foundational build-out.
- □ We are happy to come back later in the year or early 2022 to continue the discussion.





E-Comm <mark>9-1-1</mark> Dispatch Levies Summary LMD Police

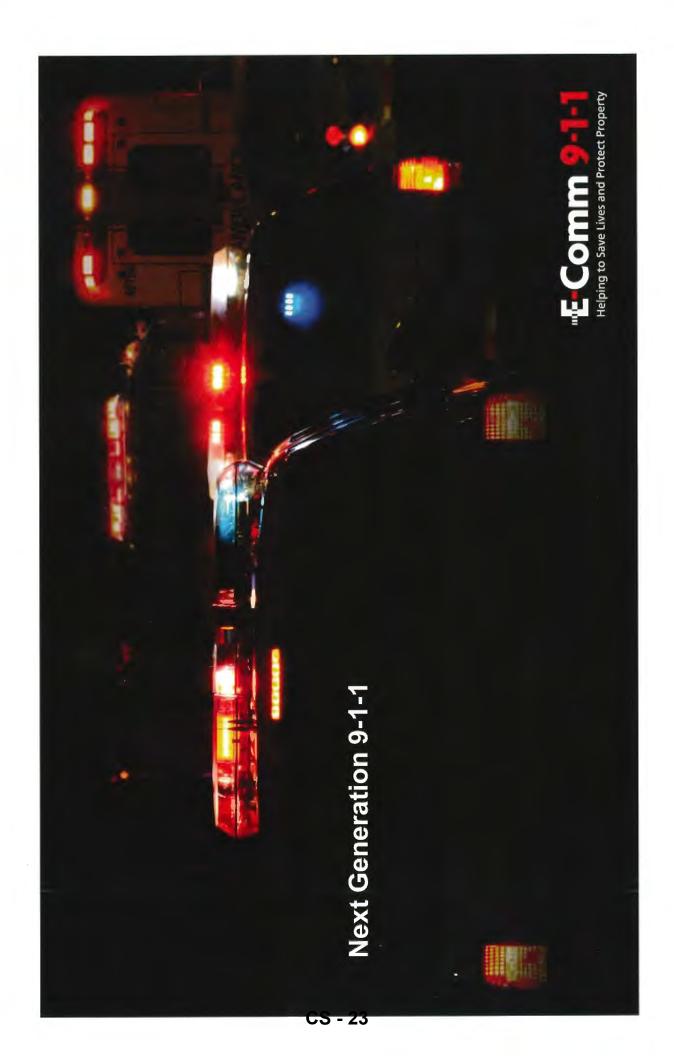
Call-Taking Increase based on Call Volume Allocation

		2022 BUDGET					
Agency	2021 Approved	2022 Forecast per	2022 Allocate CT	2022 Allocate CT	2022 BUDGET	2022 v \$ Increase	vs 2021 % Increase
	Budget	SFP	Increase %	Increase\$	APPROVED	vs PY	V: PY
		6.5%			TOTAL		
Richmond RCMP	2,646,320	2,818,330	8.4%	320,550	3,138,880	492,560	18.6%

¹ Allocation is based on pro-rata of current total dispatch levy for Richmond RCMP, R43, Squamish and Ridge Meadows as consolidated queue representing 21.2% of the total. Additional work to be done that may result in the % allocation for these 4 agencies shifting between themselves.







NG9-1-1 Summary

- □ A federally-mandated (CRTC) requirement for 9-1-1.
- Modern, resilient technology that will enable the 9-1-1 system to adapt to new technologies including voice, Real Time Text, images and video, as well as enhanced location information.
- □ Phased implementation, beginning in 2022 and ending in 2025.
- Requires telecommunications carriers as well as Primary and Secondary Public Safety Answer Points (PSAPs), like E-Comm, to update technology.
- □ Will require changes to call-handling procedures, dispatch and possibly police operating procedures.
- Costs to regional districts and municipalities is being developed will be levied in 2023.
- □ Argument for provincial government role, including standards and funding.





What is NG9-1-1?

- A federally-mandated, complete modernisation of Canada's 30-year-old 9-1-1 telecommunications technology network, as operated by the telcos and used by E-Comm and other PSAPs.
- A set of functional improvements such as exact location determination, ability to transfer emergency calls across Canada, and sending texts to 9-1-1 operators.
- A platform for a wide range of further possible emergency response functionalities, which over time can improve:
 - o diversity-specific responses;
 - o health condition-specific responses (e.g. for mental health); and
 - greater service equity for rural and remote communities, including Indigenous communities.





Key NG9-1-1 Technology Milestones

- NG 9-1-1 voice service launch March 1, 2022
- Ability to send texts to 9-1-1 made available by telcos July 1, 2023
- Decommissioning of old 9-1-1 networks March 4, 2025

NG9-1-1 Service Cost Impacts

- E-Comm incurring costs of technological change, not yet assessing operations impact
- Starting levy increase in 2023, more detailed numbers in mid-2022
- NG9-1-1 will impact 9-1-1 call downstreaming to municipal police and fire departments





Opportunities from NG9-1-1

- Improved public safety:
- Enhanced coordination between PSAPS
- Enhanced coordination between PSAPS and downstream agencies
- Richer information for 9-1-1 operators and downstream agencies
- New options for mental health and social emergency services
- Improved support for Indigenous communities and diverse populations
- Improved provincial management information opportunities





Risks to Successful NG9-1-1 Rollout in B.C.

Time is of the essence:

• The tight timelines for change recently announced by CRTC will require quick action by multiple stakeholders.

It's difficult:

 The technologies are new and require provincially-consistent practice standards, information formats, system integrations and operational process changes to be agreed, developed, tested and rolled out.

B.C. is complicated:

- Policies and standards are legally owned by over 100 regional districts, independent municipalities and indigenous nations.
- Service providers such as TELUS, E-Comm and the RCMP must reach agreements for service with all of them in very limited time.





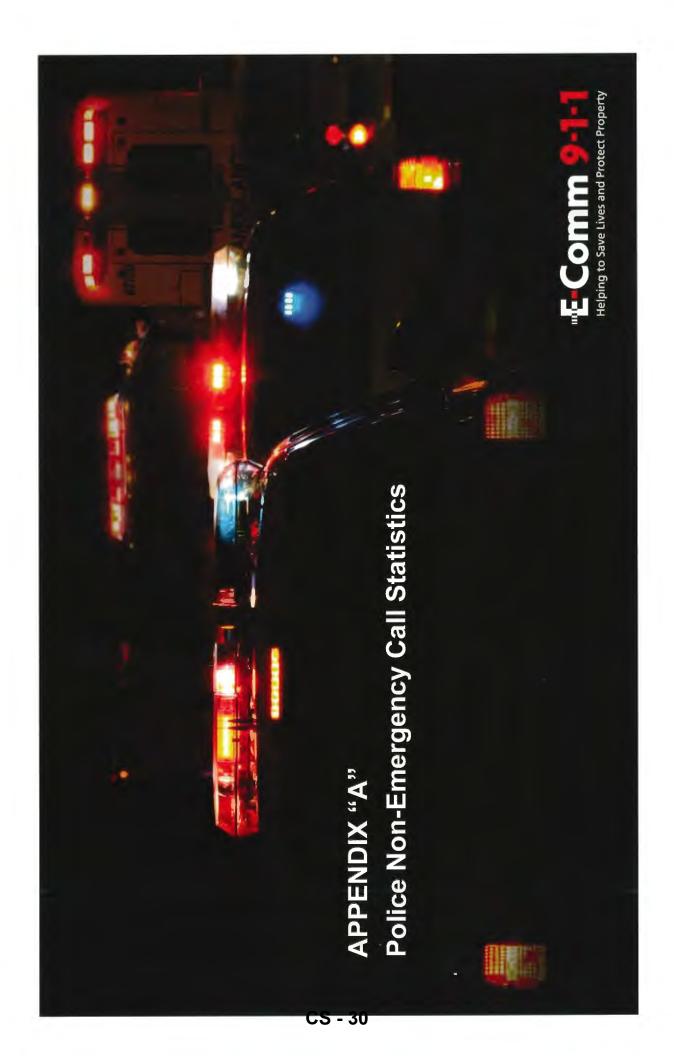
Recommended Action

Establish a provincial-level 9-1-1 authority for policy and standards of service:

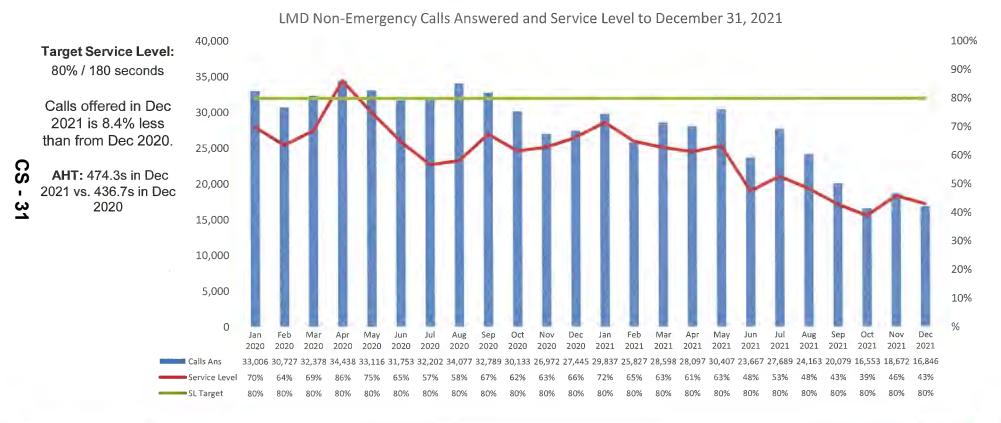
- Relieve all 27 regional districts, which are currently responsible for policy setting, to create more a consistent service and provide more equitable support for communities;
- Include consistent guidelines to ECC operators in police, fire and ambulance to help ensure a safe technical change-over to NG9-1-1; and,
- Develop and steward a provincial roadmap to take full advantage of NG9-1-1 opportunities that can improve emergency communication services for all British Columbians.
- Similar to Technical Safety B.C. in terms of mandate and governance.
- Additional funding to establish the NG9-1-1 service and integrate additional responder options.



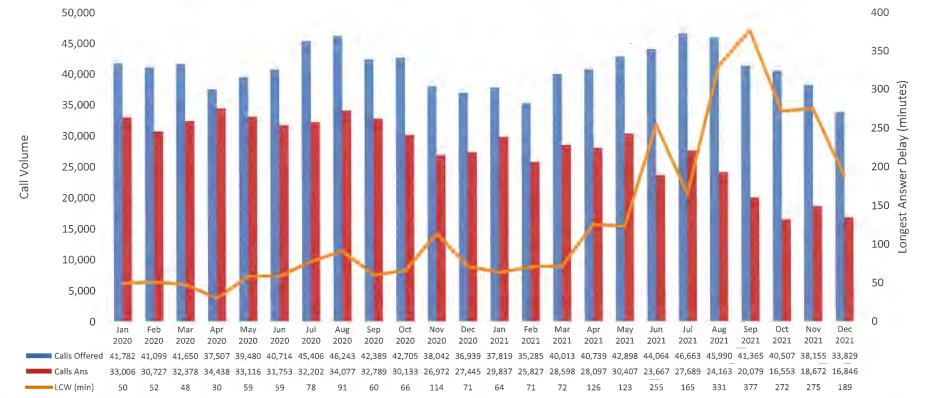




LMD Non-Emergency Service Levels – 53.5% YTD Dec 2021 (66.5% YTD Dec 2020)



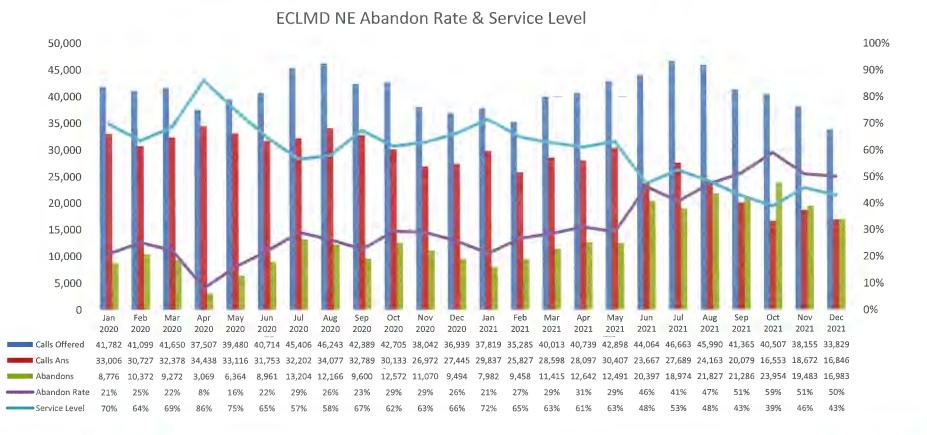




LMD NE Longest Call Waiting – 2021 YTD trend



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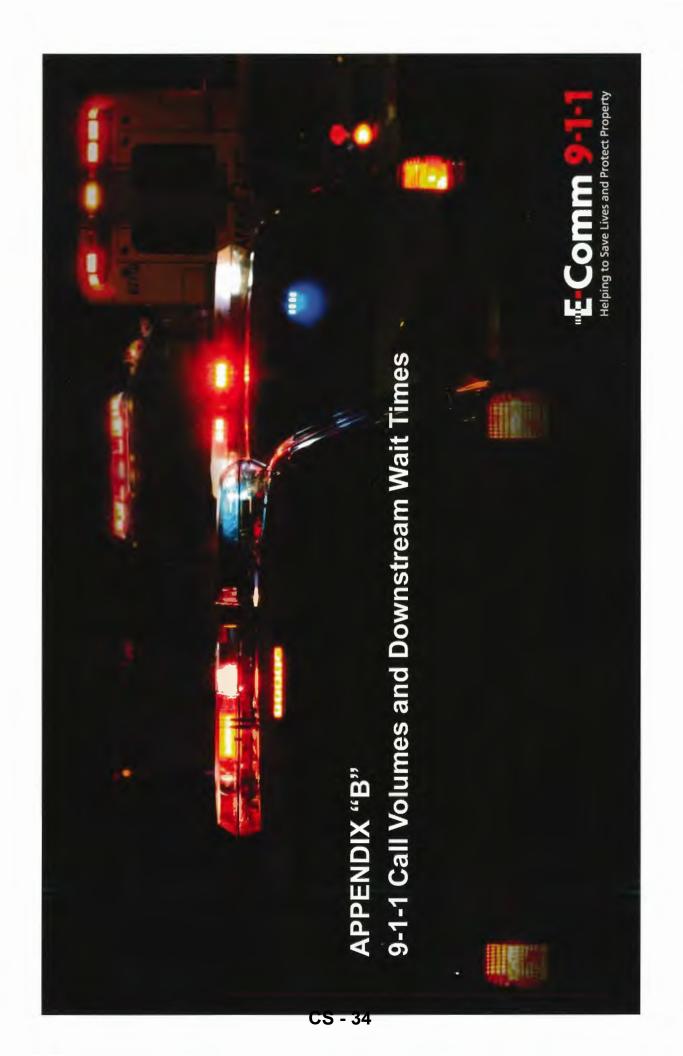


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LMD NE Volume/Abandonment/SL – 2021 YTD trend

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Helping to Save Lives and Protect Property



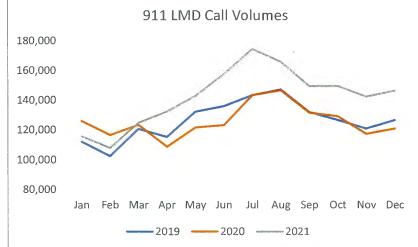
9-1-1 Volumes and Downstream Wait Times

2. Delays to 9-1-1 answering

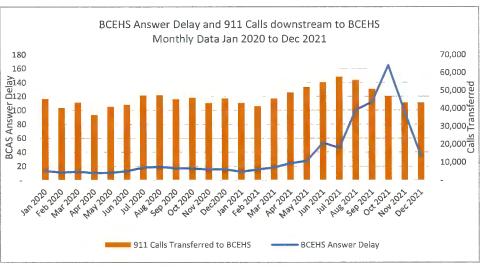
- □ New problem starting in later spring 2021
- □ Rooted in increased calls for Ambulance service and staffing shortage at BCEHS
- □ Working with BCEHS to address impact on 9-1-1 service



911 Volumes and Downstream Wait Times Increased



- All regions 9-1-1 call volumes have increased 13.3% over 2020 from 2021 Jan-Dec
- BCEHS volume has been significantly increasing over the last 2 years, 11.7% higher (Jan-Dec) when compared to 2020 and 27.7% higher when compared to 2019.



- 2019 avg. answer delay was 15 secs
- Since Apr 2021, answer delay has exceeded 20 secs with Oct 2021 at 165 secs; The frequency and duration of long delays have reduced in December.

2 new processes implemented: Priority queue and abandoned calls form to reduce 9-1-1 backlog or impact to the public and E-comm call takers. If call volumes and wait time persist, 9-1-1 Service level performance will be at risk without additional 9-1-1 resources or a revision in policy or target. Further efforts underway with BCEHS to identify efficiencies.







BOLT Safety Society

boltsafety.org | boltsafety@gmail.com

Information Guide | Updated Feb. 3, 2022

TW: This document deals with matters of violence and sexual assault.

Contents

Click on links to jump to that section:

Our Story and Vision Meet the Team Past Projects Current Initiatives Media Partnerships Moving Forward



Our Story and Vision

According to the United Nations, approximately 1 in 3 women worldwide have experienced intimate partner violence or sexual violence by a non-partner (not including sexual harassment) at some point in their lives. In Canada alone, an estimated 460,000 cases of sexual assault occur every year and for every 1,000 cases of sexual assault, only 33 are reported to the police.

We started our initiative to leverage technology, education, and conversation as part of the solution to this problem. These are some highlights of our founding journey:

- **2017:** Kick-started initiative with entry into the Anu and Naveen Jain Women's Safety XPRIZE, a competition challenging international innovators to address the matter of women's safety by leveraging technology
- 2019: Launched our mobile platform



- **2020:** Federally registered not-for-profit in Canada as of 07-07-2020

Over time, we have grown both our team and community outreach, have garnered media attention and valuable partnerships along the way, and continue to strive towards our vision. Our team believes that safety needs to be thought of in terms of a community initiative, and envision a civil society in which everyone is on the lookout for one another; a community founded on the basis of oneness, in which everyone can go about their day to day lives feeling safe and secure.

Meet the Team

Youth-founded. Volunteer-driven.



Current team members: *boltsafety.org/team*



20+ 550+

Co-Founders

Volunteers

Supporters across platforms

Co-Founders:

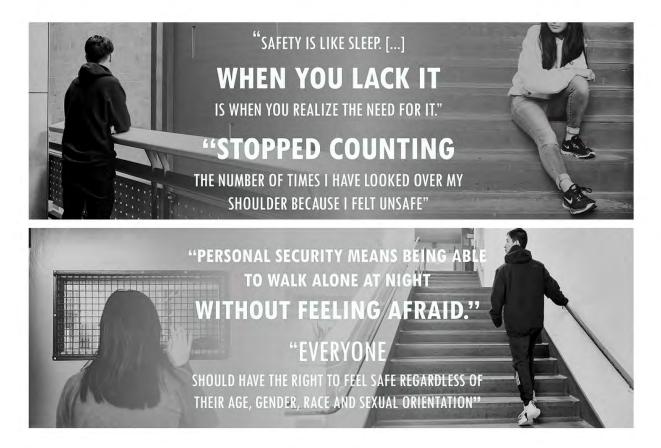
Brina Li, Faaiz Walji, Ravi Nichols, Shreyanshi Vala, Sophia Bucior, Vedanshi Vala



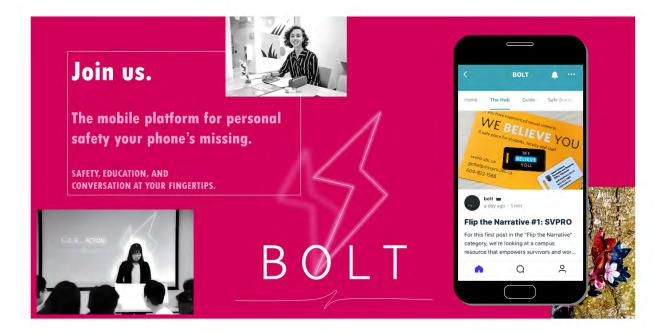
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Past Projects

#StandForSafety Campaign, 2018 boltsafety.org/standforsafety



#BOLT4Love Project, 2020 boltsafety.org/bolt4love



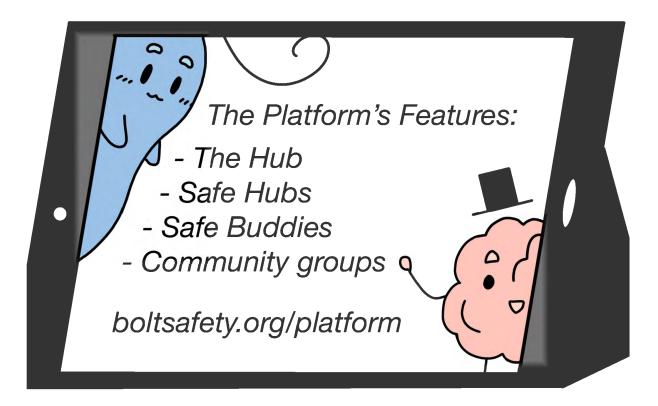
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Current Initiatives:

Mobile Platform, Launched Dec. 2019 boltsafety.org/platform

Our platform increases education and access to information and resources to improve support for survivors of sexual violence and domestic abuse. We ascertain that it is never the survivor's fault, and aim to use our platform as a tool to promote a culture of consent and better allyship for survivors by reversing the culture of victim-blaming.

In September of 2021, we launched an updated version of the platform, making it accessible across all devices (including desktop browsers, the WIX mobile app, and mobile browsers).



Among other things, our platform houses **The Hub**, where we share educational articles, safety and self-defence tips, information on crisis support services, and more! You are welcome to experience this for yourself at boltsafety.org/thehub

Safe Hubs, Pilot Project Launched Aug. 2020 boltsafety.org/safehubs



A network of safe places in partnership with local businesses and organisations. Supports local women's shelters with donations of essential supplies and 'Wellness Kits'. Pilot project supported with a TakingItGlobal and Government of Canada grant.

Safe Buddies, Launched April 2021 boltsafety.org/safebuddies

Started in response to stalking and racial crimes, 'Safe Buddies' are volunteers who help individuals feeling unsafe get to their destination safely. Our Canada-wide hotline operates on weekdays, and Safe Buddies have covered an in-person event of over 700 guests.



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backyards with bolt, Series Launched Oct. 2020 boltsafety.org/backyardswithbolt

In this video interview series, we sit down and have open conversations with members of our community on topics related to personal safety and well-being.

Featuring interviews with experts from:

- UBC
- Vancouver Police Department
- CHIMO Community Services

We are excited to be returning for a second season.



project lyghtnyng, pilot stages boltsafety.org/coming soon

Series of educational workshops aiming to decrease violence and abuse through informing a culture of consent, promoting inclusion by flipping victim-blaming narratives, increasing access to resources, and fostering allyship.

To date, presented at:

- YWCA Metro Vancouver
- St. John Ambulance
- UBC Campus Lightbox

Media

Highlights of our media features can be discovered at boltsafety.org/news



Some of our media presence includes being featured on CBC News, CTV, Global News, The Ubyssey, The Richmond News, News 1130, and Drishti Media Group's Young Bosses Podcast.



We are grateful for each opportunity to share our story, vision, and message.

Partnerships

These are some of the organisations we have collaborated with, worked with, or consulted in the past, or maintain a continued partnership with. We value meaningful partnerships with both individuals and entities in our communities to help us achieve shared goals.



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Moving forward

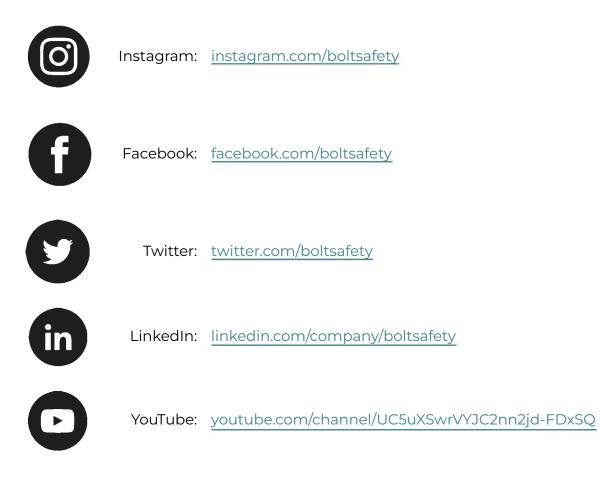
These are some of our general goals at this time:

- New features and content on platform
- Education and awareness on safety, equity, and inclusion through community collaborations and partnerships
- Expand impact and outreach to communities across Canada

We thank you for your interest, and welcome your support.

Please contact us at **boltsafety@gmail.com** to speak with a member of our team.

On our platforms, you can find us **@boltsafety**



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Report to Committee

Re: Business License Activity Report – 2021 Year in		
From: Cecilia Achiam General Manager, Community Safety	File:	12-8375-03/2021-Vol 01
To: Community Safety Committee	Date:	January 24, 2022

Staff Recommendation

That the staff report titled "Business Licence Activity Report – 2021 Year in Review", dated January 24, 2022, from the General Manager, Community Safety be received for information.

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

REPORT CONCURRENCE				
ROUTED TO:	CONCURRENCE			
Economic Development Finance	র্ম ম			
SENIOR STAFF REPORT REVIEW	Initials:			
APPROVED BY CAO				

Staff Report

Origin

This report provides a summary of business license activity in 2021 along with a fourth quarter update of activities in the City of Richmond.

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

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

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

Analysis

Business Licence Revenue

The total revenue collected by the end of the fourth quarter in 2021 was \$4,162,783, which represented a slight increase in revenue from 2020. In 2021, the City saw an increase in new business licenses being issued (Table 1). The growth in new business licences can be seen as a positive indicator of overall economic health in Richmond.

	2018	2019	2020	2021
New Businesses	1,745	1,851	1,270	1,432
Licence Revenue	\$ 4,087,165	\$ 4,171,813	\$ 4,161,591	\$ 4,162,783

Table 1: Revenue from Business Licences*

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

Application Processing

The licensing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process is monitored to ensure that it is both timely and thorough. Staff use the following measures of performance:

- Valid Licences this is the number of businesses with valid, paid licences.
- Expired Licences this is the number of businesses who have not paid to renew their licence from a previous year. Staff follow up with these businesses to confirm if they have either closed or just have not paid their invoice.
- Suspended/Pending Applications these are businesses that have applied for a new licence or for changes to an existing licence and are waiting for a review of their application. Staff work to keep this number as low as possible by prioritizing these applications.

Total Licences – this is the total number of all licences that are either valid, expired (and being checked) or under application review.

- 3 -

These statistics (shown in Table 3) are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4
Valid Licences	14,039	13,670	13,586	13,481	13,341	13,586	13,558	13,792
Expired Licences	1,385	1,567	1,640	1,585	1,318	962	967	812
Suspended/Pending Applications	367	384	415	436	457	468	583	486
Total Licences	15,791	15,621	15,641	15,502	15,116	15,016	15,108	15,090

Table 2: Number and Status of Business Licences

While the statistics in the table above show that the number of licenced businesses is still lower than seen in previous years, in contrast to the fourth quarter of 2020, staff have made significant progress in following up on expired licences resulting in a 48 per cent decrease or 773 fewer expired licences. Expired licences show up either because businesses have closed or because they are operating without paying for renewal of their licence.

Business Licence Enforcement

Beginning in 2021, as the business environment adapted to operating under multiple public health orders in effect, enforcement staff shifted to focusing on expired license follow-up as represented in Table 2 above.

The impact of evolving priorities is outlined in Table 3, which summarizes revenue from tickets issued to business. Fine revenue was up year-over-year, in part due to the efforts to address businesses operating without a licence.

Starting in the fourth quarter of 2021, the number of complaints related to the enforcement of COVID-19 public health orders began to increase with the reintroduction of business restrictions coming back into effect in the quarter. Businesses continuing to operate without a valid licence are given a warning and then issued a ticket if fees are unpaid.

Table 3: Business Licence Enforcement Revenue from Tickets

	2018	2019*	2020	2021
YTD	\$ 37,250	\$ 60,100	\$ 8,550	\$ 33,175

*Beginning in 2020 revenue generated by short-term rental violations were tabulated with the Property Use section as Bylaw fine revenue

Education and Enforcement Support for COVID-19 Health Orders

The number of calls to investigate, educate and enforce COVID-19 Health Orders increased in the fourth quarter of 2021. Staff answer and investigate approximately eight to twelve calls per week. Many pandemic related calls were related to out-of-date or missing Worksafe Safety plans and more recently Vaccine Passport Compliance. As a result, Licence Inspectors work with the RCMP and Health inspectors on targeted enforcement of sector specific violations.

Financial Impact

None.

Conclusion

This report provides an update to the Community Safety Committee on fourth quarter results for 2021 in the Business Licences department. In 2021, revenue is in line with pre-pandemic expectations and the number of total licences remains lower than in previous years. Staff have had positive results in reducing the number of expired licenses. Staff resources dedicated to enforcement of actions in contravention of COVID-19 Public Health Orders have been adjusted to reflect current needs, enabling officers to address more of their regular duties.

- Ca-

Mark Corrado Manager, Community Safety Policy and Programs (604-204-8673)



Report to Committee

То:	Community Safety Committee	Date:	January 24, 2022
From:	Cecilia Achiam General Manager, Community Safety	File:	12-8060-00/Vol 02
Re:	Property Use Activity Report – 2021 Year in Rev	iew	

Staff Recommendation

That the staff report titled "Property Use Activity Report – 2021 Year in Review", dated January 24, 2022, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE					
ROUTED TO:	CONCURRENCE				
Finance Engineering	J V				
SENIOR STAFF REPORT REVIEW	INITIALS:				
APPROVED BY CAO					

Staff Report

Origin

This monthly report for the Property Use section of Community Bylaws provides information and statistics for enforcing bylaws related to noise, health, grease, soils, zoning and short-term rentals as well as education and public awareness initiatives. This report provides a summary of trends recorded in 2021.

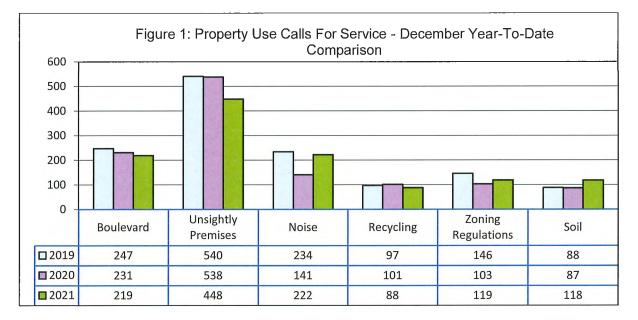
This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

1.1 Enhance safety services and strategies to meet community needs.

Analysis

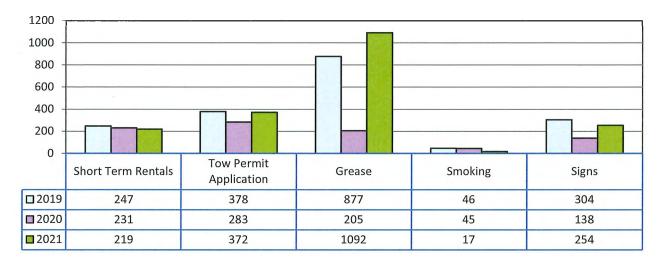
Property Use Calls for Service

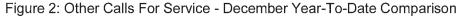
Property use enforcement matters are divided among several groups in Community Bylaws, Engineering and Business Licencing. Figure 1 shows the calls for service (files opened) by Property Use Inspectors. Figure 2 shows proactive and regulatory actions related to property use enforcement.



In 2021, the shared services agreement with Vancouver Coastal Health and the City related to outreach and enforcement services relating to the Public Health Protection Bylaw No. 6989 ended. As a result of this change, Property Use staff became the primary enforcement/outreach provider for noise-related and smoking calls. This necessitated new technical training for staff, the procurement of advance noise measurement equipment and the establishment of investigative procedures. For 2021, a total of 26 tickets related to noise violations were issued.

Calls related to short-term rentals are expected to return to levels seen in previous years once travel rates increase. Overall, the numbers remain low for 2021. In advance of this expected increase in short-term rental calls, staff are in the process of hiring additional temporary full-time bylaw officers that will focus on short-term rentals.





<u>Grease</u>

The Grease Officer remains focused on education and communication. During the month of December, the Grease Officer undertook 136 grease-trap inspections, which are reflected in the cumulative total shown in Figure 2. There were no violation notices issued for contraventions of the Drainage, Dike and Sanitary Sewer System Bylaw No.7511 in December.

While the closure of many food service establishments resulted in a decline in inspections in 2020. The trend in 2021 saw a return to pro-active inspections and education.

Smoking

On March 30, 2021, the City began providing smoking-related education and enforcement services previously provided by Vancouver Coastal Health. Starting in late 2021 and continuing into 2022, a social media campaign on the City's social media networks has been implemented to make the public aware of Richmond's smoking restrictions. Business have also been involved and received awareness materials including signage templates and links to the BC Lung Association.

Snow Clearing

During December, several large snowfall events were recorded and Community Bylaws received 322 calls for service. Bylaws engaged Corporate Communications to educate the public of the

City's snow clearing requirements listed in Traffic Bylaw No. 5870. Property Use and Parking enforcement officers also pro-actively distributed hundreds of educational pamphlets to the public and businesses.

Ride Hailing

In 2021, staff partnered with the Metro Vancouver Transit Police and Passenger Transportation Branch (PTB) Officers, who are the lead law enforcement agency regarding ride-hailing issues, and undertook several joint operations targeting illegal ride hailing operators that resulted in significant fines. Staff will continue to work with partner law enforcement agencies in a proactive manner to target illegal ride-hailing companies in 2022.

Soil Bylaw Enforcement

A key bylaw objective is the regulation of the movement of soil for all lands within the City including lands in the Agricultural Land Reserve (ALR) and outside the ALR. The 2021 year was a very busy year for the City's Soil Bylaw Officer (the "Officer") portfolio in terms of the files opened, the applications received and the number of properties managed for issues of noncompliance.

The Officer is responsible for coordinating the review of soil deposit and removal projects with City staff and staff from the Agricultural Land Commission (ALC). Enforcement action is progressive and includes the issuance of stop work orders, removal orders, compliance orders and fines and/or court action should a property owner not comply with the bylaw.

This past year's highlight was Council's approval of Soil Deposit and Removal Bylaw No. 10200 (Soil Bylaw), which replaced Soil Removal and Fill Deposit Regulation Bylaw No. 8094. The Soil Bylaw strengthened the pre-existing regulatory framework related to soil movement in the City and increased fees and penalties. The enhanced regulations within the Soil Bylaw serve to better safeguard Council endorsed strategies such as the Environmentally Sensitive Areas Management Strategy, Agricultural Viability Strategy and the Invasive Species Action Plan.

Annual statistics are shown in the tables below.

Table 1: Regulation of Soil Deposit/Removal – 2021 Permits		
Applications and Permit Activity	Annual Total	
Permit Applications Received	20	
Permits Issued	7	

Table 2: Soil Bylaw Enforcement for 2021

Enforcement Activity	Annual Total
Non-Compliant Properties brought into Compliance	27
Number of Tickets issued	1
Number of Stop Work Orders	16
Number of Removal Orders Issued	20

Enforcement Activity	Annual Total
Number of Complaints Received	27

Ticketing

The following table reflects department violation issuance by file type for the month of December and year to date.

Table 1: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)		December	YTD
Short-Term Rental Offences		0	15
Soil Deposit and Removal Offences		0	0
Watercourse Protection Offences		0	1
Unsightly Premises Offences		1	30
Noise Offences		0	26
Grease Trap Offences		0	2
Solid Waste and Recycling Offences		0	3
Sign Offences		1	15
Watering Offences		0	1
	Totals	3	93

Bylaw Prosecutions

A total of \$39,000 in fines was awarded to the City by the Provincial Court in 2021. This was the result of several favorable court rulings on cases pertaining to property use violations such as unsightly premises, illegal secondary suites and zoning violations.

As the emphasis shifted from outreach regarding new Provincial Health Orders, Bylaw enforcement staff were able to issue 75 per cent more tickets in 2021 than in 2020.

Revenue and Expenses

Revenue in Property Use is derived from soil permit revenue, tickets and court fines from bylaw prosecutions. While the actual amount collected each month can vary depending on timing of court and ticket payments, overall Property Use revenue is ahead of budget. These results are shown in Table 2.

Table 2: Property Use Revenue by Source*

Program Revenue	Budget Dec 2021	Actual Dec 2021	YTD Budget Dec 2021	YTD Actual Dec 2021
Towing Permits	210	874	16,000	23,834
Soil Permit Applications	250	300	3,000	12,850
Bylaw Fines	1,004	2,075	76,500	114,560
Total Revenue	1,464	3,249	95,500	151,244

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

The favorable result on the revenue side is reflective of positive court outcomes and an increased scope of duties such as noise violation enforcement. At the same time, there are also savings on the expense side, this results in an expenditure amount which is favorable as it is lower than budgeted. The full results are shown in Table 3.

		YTD Budget Dec 2021	YTD Actual Dec 2021
Property Use	Revenue	95,500	151,244
	Expenses	1,436,900	859,909
The State of States	Net Revenue (Expense)	(1,341,400)	(708,665)

Table 3: Property Use Revenue and Expenses*

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

Financial Impact

None.

Conclusion

The Property Use section administers a wide range of bylaws related to land use, unsightly premises, short-term rentals, soil, grease, and noise. This report provides a summary of annual enforcement activity for 2021, including revenue and expenses.

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Mark Corrado Manager, Community Safety Policy and Programs (604-204-8673)



То:	Community Safety Committee	Date:	January 10, 2022
From:	Cecilia Achiam General Manager, Community Safety	File:	12-8060-01/2021-Vol 01
Re:	Community Bylaws Parking Enforcement and A Activity Report – 2021 in Review	nimal Se	ervices Monthly

Staff Recommendation

That the staff report titled "Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – 2021 in Review", dated January 10, 2022, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE					
ROUTED TO:	CONCURRENCE				
Finance	V				
SENIOR STAFF REPORT REVIEW	INITIALS:				
APPROVED BY CAO					

Staff Report

Origin

This monthly report for the Parking Enforcement and Animal Services department provides information and statistics for enforcing bylaws related to Pay Parking, Parking Enforcement, Animal Services and Dog Licencing as well as education and public awareness initiatives.

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

1.1 Enhance safety services and strategies to meet community needs.

Analysis

Dog Licencing and Animal Services

The start of the annual 2021 dog licencing program began in December 2020, with a total of 2,673 dogs being licenced. This figure represents 114 new dog licence applications and 2,559 dog licence renewal applications. The total number of dogs licenced in the 2021 dog licencing season was 7,595 compared to 7,290, which was the total number of dogs licenced in the 2020 annual dog licencing season.

As a result of the annual dog licence canvassing campaign, there is a marked increase displayed in each of the months shown in figure 3 where violations were issued as a result of bylaw canvassing. Although violations increased during these periods, not all resulted in fines (revenue) as the tickets were cancelled if the individual purchased a dog licence within 7 days of receiving the ticket.

The BC SPCA began providing animal control services in February 2021. Throughout 2021 the BC SPCA:

- Increased park patrols at Garry Point to address public concerns regarding off-leash dogs, which has resulted in a significant decrease of complaints;
- Implemented a public awareness campaign regarding fledgling season and the importance of not disturbing bird's nests;
- Implemented a public awareness campaign regarding the importance of keeping your dog safe and in an enclosed space within your home to address the increase of dog at large complaints as a result of windows and doors being left open due to warm weather;
- Increased school ground patrols, specifically Cook Elementary, due to an abundance of off-leash dogs witnessed by BC SPCA Officers during their patrols;
- Increased patrols of Agassiz Neighbourhood Park, due to a special request from a seven year old resident "to make her park safe";
- Increased patrols on both City and privately owned parking lots for dogs left in cars without proper ventilation during the summer heatwave.

• Initiated "home checks" on all residences within the community that have dogs deemed dangerous by the City due to behaviour (attacked or bitten a person or animal). The home checks are to ensure that the animal is being contained on the premises in accordance with Animal Regulation Bylaw No. 7932.

BC SPCA Officers conduct both education outreach and enforcement including licence checks, muzzling requirements and general animal services and dog licencing violations, while continuing to foster a strong relationship within the community.

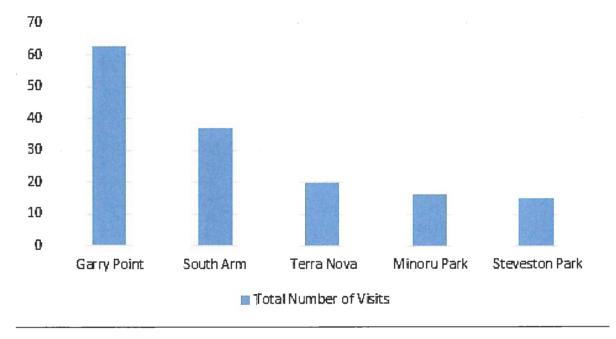
Figure 1 below, highlights the top five patrolled parks and/or schools for the month of December. BC SPCA Officers patrolled 42 parks and/or schools for the month of December, which brings the year-to-date total of parks and/or schools patrolled by BC SPCA Officers to 740.

Figure 2 below, represents the 125 calls for service that the BC SPCA Officers attended for the month of December which brings the year-to-date of Calls for Service attended by BC SPCA Officers to 1,803.

Figure 3 below, reflects the monthly and year-to-date animal control and dog licencing enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4. For the month of December, BC SPCA Officers issued 15 bylaw violation notices, bringing the year-to-date total to 853. In comparison, December 2020 had 603 bylaw violation notices issued for animal regulation and dog licencing offences. Issuance of bylaw violation notices by BC SPCA Officers has risen by 250 for 2021

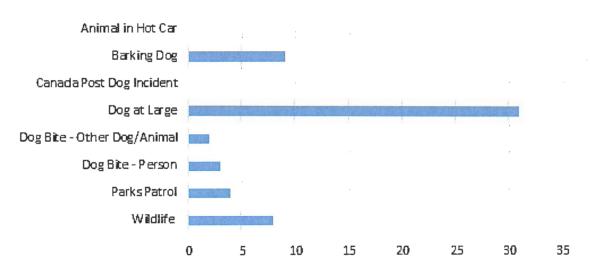
Animal services ticket revenue continues to reflect an increase, which can be attributed to BC SPCA Officers foot patrols of non-permitted off-leash parks, which have resulted in ticketing for non-compliance of both the Dog Licencing Bylaw No. 7138 and the Animal Control Regulation Bylaw No. 7932.

Figure 1: Parks Patrolled by BC SPCA



Top Patrolled Parks

Figure 2: Dispatch Calls for Service - Animals



Dispatch Category

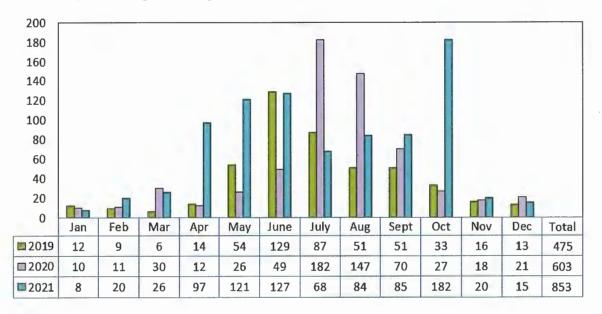
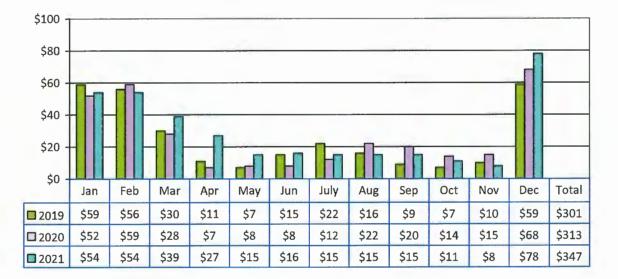


Figure 3: Dog Licencing & Animal Services Violation Issuance Comparison

Figure 4: Dog Licencing and Animal Services Revenue Comparison (000's)



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Parking Enforcement

For the month of December 2021, Parking Officers proactively patrolled for stopping and parking infractions while continuing to monitor vehicles parked in contravention of the Traffic Bylaw No. 5870 (Traffic Bylaw) section 12.3 (d), which prohibits the parking of a vehicle for over 72 consecutive hours on a city street. Parking Officers attended 485 Calls for Service for the month of December, out of which 322 were for the distribution of snow and ice pamphlets to local businesses. Parking Officers delivered pamphlets as a reminder to local businesses to clear the sidewalks fronting their stores before 10am, as per the Traffic Bylaw, Section 6.1.

The remainder of the Calls for Service were for stopping and parking related offences, bringing the year-to-date total of Calls for Service to 2,774. In comparison, 2020's year-to-date figure lists 3,846 Calls for Service. Parking Officer attendance for Calls for Service since 2020 has decreased by 1,072. The marked decrease in 2021 can be attributed to the City's return to normal operations. In 2020, Parking Officers were assigned COVID-19 response duties where Parking Officers attended calls to educate both sports groups and individuals on maintaining social distancing due to onset of the COVID-19 pandemic, which resulted in higher calls for service in 2020.

Parking Officers conducted 46 school patrols for the month of December, which resulted in the issuance of 22 bylaw violation notices. The total year-to-date school patrols conducted by Parking Officers is 361, together with a year-to-date total of 562 bylaw violation notices being issued as a result of the scheduled school patrols.

For the month of December, Parking Officers issued 1,235 bylaw violation notices, bringing the year-to-date total to 17,538. In comparison, 2020's year-to-date figure lists 17,286 bylaw violation notices issued for parking and stopping offences. Issuance of bylaw violation notices by Parking Officers, has risen by 252 for 2021. Ticket revenue continues to reflect lower than in previous years due to the continued effect of COVID-19 on the community.

Parking Officers proactively patrol City owned off-street parking lots for compliance of pay parking and City roadways for safety and obstruction offences. Management of Calls for Service by Parking Officers, is priority based with all safety and obstruction requests receiving top priority.

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Figure 5 reflects the monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 6.

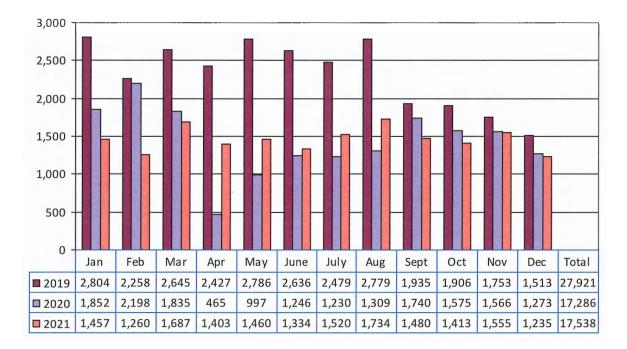
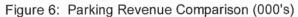


Figure 5: Parking Violations Issuance Comparison





Bylaw Adjudication

The next adjudication hearing is scheduled for February 16, 2022.

Revenue and Expenses

The Community Bylaw Parking and Animal Services department derives much of its revenue from parking meters, parking permits and parking violations. The remainder of revenue generated is from dog licences, animal services fines, false alarm disturbances and newspaper box permits. Table 2 outlines individual revenue types while Table 3 highlights revenue and expenses for the programs within Community Bylaws Parking and Animal Services.

- 8 -

Program Revenue	Budget Dec 2021	* Actual Dec 2021	YTD Budget Dec 2021	*YTD Actual Dec 2021
Contract Revenue ¹	4,387	5,000	60,000	60,000
Filming Revenue	0	990	0	19,079
False Alarm	4,533	0	54,400	5,875
Dog Licences	50,439	75,647	243,500	292,700
Newspaper Box Permits	2,541	0	62,500	8,648
Animal Services Fines	2,113	1,800	10,200	54,275
Parking Revenue ²	149,452	127,329	2,044,200	1,323,451
Receivable Income ³	7,311	0	100,000	12,840
Total Revenue	220,776	210,766	2,574,800	1,776,868

Table 2: Parking and Animal Services Revenue by Source

• Note: Preliminary financial information. Information may change subject to year-end adjustments and audit.

Table 3: Parking & Animal Services Revenue and Expenses

	YTD Budget Dec 2021	*YTD Actual Dec 2021
Revenue	2,321,100	1,429,893
Expenses	1,606,100	1,249,497
Net Revenue (Expense)	715,000	180,396
Revenue	253,700	346,975
Expenses	1,009,000	1,061,847
Net Revenue (Expense)	(755,300)	(714,872)
	Expenses Net Revenue (Expense) Revenue Expenses	Dec 2021 Revenue 2,321,100 Expenses 1,606,100 Net Revenue (Expense) 715,000 Revenue 253,700 Expenses 1,009,000

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

¹ City Towing Contract with Rusty's towing

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

³ Receivable Income consists of Night Market Recoveries

⁴ Includes all revenue from Table 2, excluding dog licences and animal services fines

⁵ Includes dog licences and animal services fines from Table 2

Financial Impact

None.

Conclusion

The Parking Enforcement and Animal Services department administers a wide range of bylaws related to parking, animal services, public parks and school grounds. This report provides a summary of annual enforcement activity for 2021, including revenue and expenses. Due primarily to the impact of the COVID-19 Pandemic, Calls for Service decreased along with ticketing and fine revenue. However, the decrease in revenue was managed and partially offset by a decrease in costs in all areas of the department.

Susan Lloyd Program Manager, Administration, Parking Enforcement and Animal Services (604-247-4467)



Report to Committee

То:	Community Safety Committee	Date:	January 10, 2022
From:	Jim Wishlove Acting Fire Chief	File:	09-5140-01/2022-Vol 01
Re:	Richmond Fire-Rescue Monthly Activity Report Review	Decen	nber 2021 And Year in

Staff Recommendation

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – December 2021 and 2021 in Review", dated January 10, 2022, from the Acting Fire Chief, be received for information.

Acting Fire Chief (604-303-2715)

Att. 1

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

Staff Report

Origin

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

Analysis

Emergency Programs

Snow Event Planning and Exercise (December 2021):

- Emergency Programs (EP) staff created and led a table-top communications and preparation exercise, partnering with the City's Corporate Communications & Marketing department.
- The discussion-based exercise with the Corporate Communication team reviewed City's communications and public information procedures during an extreme snow event.
- Emergency Programs staff are analysing the outcomes of the exercise and will develop proposals for enhanced and streamlined internal communication processes for the City during an extreme winter emergency event.

Canadian Red Cross (CRC) National Inclusive Resiliency Project Update

- Emergency Programs delivered a virtual presentation on emergency preparedness specific to seniors to the Seniors Advisory Committee in December.
- Staff delivered a presentation in collaboration with the CRC to the Richmond Community Services Advisory Committee about the Inclusive Resilience program at their monthly meeting to promote engagement for future activities and share information on preparedness.
- Emergency Programs staff will include information from the two presentations at an upcoming planned event for seniors in early 2022.

One important goal of Emergency Programs is to plan and prepare a response to major incidents in a manner where loss of life is minimized, support for critical infrastructure is available and a reduction of property damage and protection of the environment is provided for.

2021 Highlight

During 2021, Emergency Programs staff responded to 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 events. Also in the summer, staff from the EP team were deployed to the Provincial Emergency Operations Centre (PEOC) to provide logistical and planning support for mass evacuees from wildfire events, which occur frequently in the interior of the province. In the winter, the EP team was deployed to the Fraser Valley to work in their municipal EOC to create logistics processes, support short and medium-term planning and ultimately drafted a framework for recovery for the Fraser Valley municipalities.

By reacting to these events and participating fully during deployments, the EP team brought their excellent skill sets, experience and support ability to the various agencies who needed assistance at the time. More importantly, the EP team was able apply their learning and adaptation from these deployment experiences into a review of Richmond's current emergency plans for potential use during an event in the City.

Training and Public Education

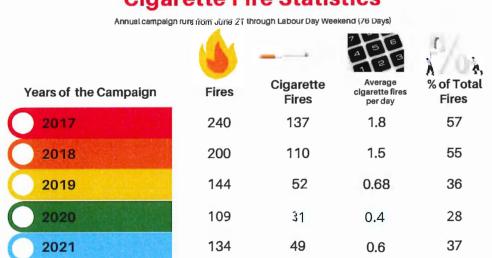
During December 2021, fire-training staff delivered educational activities programs including frontline leadership for future officers and fire & rescue training to all staff. Throughout 2021, training staff have continued to deliver high standards of training to all of RFR's suppression staff while following COVID-19 protocol guidelines.

Public events for the month of December included the joint Richmond Cares-Richmond Gives Toy Drive held at Fire Hall No. 1. This event was held to collect new and unwrapped toys donated by the public for the Richmond Christmas fund. COVID-19 protocols were followed to keep staff and attendees safe. There were over 1,000 toys donated during the innovative, drive-through event.

Other public events, in December, included the lighting of the festive lights at Hamilton Fire Hall No.5; due to COVID-19 this event was not a public event. RFR crews decorated the Fire Hall to create a festive display for the community.

The World is Not Your Ashtray smoking campaign ran in 2021 from June to September. Figure 1 below shows that throughout 2021 there were a total of 134 fires, 49 of them caused by carelessly discarded cigarettes. While this campaign has been overall very effective, in 2021 the percentage of cigarettes fires increased by 10 percent over 2020. The cause of increase was most likely due to the extreme weather during the summer months. In 2022, RFR staff will revaluate the public awareness campaign in order to further educate the dangers of carelessly discarded cigarettes.

Figure 1 – Cigarette Fire Statistics



Cigarette Fire Statistics

Emergency Response

Richmond Fire-Rescue staff continue to respond to incidents emanating from Health Orders issued by the Province to combat the COVID-19 pandemic, as well as provide regular services to the community.

Richmond Fire-Rescue's goal is to respond to incidents in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In December 2021, there were a total of 1,001 reported incidents, representing a 51 per cent increase in incidents from December 2020 (Attachment 1).

Richmond Fire-Rescue continues to experience an increase in medical call responses due to the changes in the Provincial Health Orders and Medical Health Officer's direction. The increase in December 2021 is a result of the gradual return to normal levels of service of medical event types and responses to medical calls. RFR continues to monitor all activities to identify and create programs to respond to emerging trends.

The average time on scene for RFR crews was 35 minutes, which was higher than then what was	
recorded in 2020. Time on scene can vary due to the nature and severity of each incident.	

Table 2: Total Incidents - December 2021							
	Totals (2021)	Percentage Change from December 2020	Number Change from December 2020 to 2021	5 Year Average for December			
Alarm Active No Fire	209	+58	77	151			
Explosion	0	0	0	0			
Fire	30	-3	-1	29			
Haz-Mat	8	-27	-3	10			
Medical	466	+50	155	405			
MVI	89	+24	17	97			
Public Hazard	11	+38	3	17			
Public Service	114	+78	50	83			
Response Cancelled/Unfounded	70	+119	38	70			
Specialized Transport	4	+100	2	4			
Tech Rescue	0	0	0	0			
Totals	1,001	+51	338	866			

In December 2021, there were 30 reportable fires to the Office of the Fire Commissioner, representing a three per cent decrease from December 2020. The average number of fires reported in December over the last five years is 29.

Richmond Fire-Rescue's emergency fire response goal is to contain the fire to the room of origin. The room of origin standard is especially important in terms of fire loss and damage, which increases significantly once the fire extends beyond the room of origin. Fire damage and property losses during December 2021 are estimated at \$193,090. This total includes \$145,100 for building/asset loss and \$47,990 for content loss. The total building/asset and content value at risk was estimated to be \$206,583,963 and the total value preserved from damage was \$206,390,873. These numbers translate to 99 per cent of value protected (Table 2); this is the same as the value observed in 2020.

Table 3: Fire Incidents By Type and Loss Estimates - December 2021							
Incident Type Breakdown	Incident Volume	Estimated Building/ Asset Value (\$)	Estimated Building/ Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)	
Residential: Single family	2	63,200	-	40,000	-	103,200	
Multi family	11	155,559,803	102,000	244,900	34,430	155,668,273	
Commercial/Industrial	6	28,851,000	3,000	5,814,060	12,060	34,650,000	
Outdoor	5	15,700,000	-	15,000	1,500	15,713,500	
Vehicle/Vessel	6	281,000	40,100	15,000	-	255,900	
Totals*	30	200,455,003	145.100	6,128,960	47,990	206,390,873	

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

Significant Events

Fire crews minimized harm and limited fires to the place of origin in these notable December 2021 incidents:

- December 14, 2021 Vehicle Fire on Blundell Road. Crews responded to a vehicle engine fire in an underground parkade. First-arriving crews extinguished the fire quickly while other arriving units protected the exposures of the building from further fire extension. The fire caused damage to two vehicles and the exterior siding of the building. RFR crews sampled the air quality inside the building to ensure the air quality was safe for the building residents to return to their units. There were no injuries to the public or RFR personnel. A Fire Investigator attended the scene.
- December 16, 2021 Outdoor Fire on Grauer Road. RFR crews responded to a fire at the Templeton train station. On arrival crews could smell a heated electrical odour. The maintenance supervisor was on scene communicating with the Transit head office to shut down the power to the line. The supervisor confirmed that both the train and north track had been de-energized so crews and maintenance workers could investigate the source of the odour. They found no smoke or fire but did find melted cables. RFR crews checked over the areas with Thermal Imaging Cameras with no sign of heat present at that time. A Fire Investigator attended the scene. There were no injuries to any Transit employees, the public or RFR staff.

- December 19, 2021 Residential Fire on Park Road. Crews responded to a car fire in a parkade of Park Road. Crews evacuated the building due to the toxic smoke from the fire. The fire was quickly attacked and extinguished. Due to the rapid response of the crew, the fire affected only one vehicle. Crews set up ventilation and checked the adjoining buildings for any smoke. Once crews confirmed the air quality was acceptable the residents were allowed back into their suites. Richmond RCMP attended the scene due to the suspicious nature of the fire. A Fire Investigator attended the scene and there were no injuries to the public or RFR staff.
- December 24, 2021 Residential Fire on Bargen Drive. RFR crews attended a structure fire at a residence. On arrival, first-in crews found an exterior garbage container on fire with flames extending onto the house and soffits. Crews extinguished the fire with limited damage to the house. The rapid response and effective fire attack allowed the residents to remain in their home that night with no need to evacuate. A Fire Investigator attended the scene and there were no injuries to the public or RFR staff.
- December 25, 2021 Commercial Fire on Parker Place. Crews were dispatched to a commercial kitchen fire. Arriving crews found that the restaurant had experienced a sizeable kitchen fire, which was now out. Crews investigated the scene and found a charred stove and pots. The stove deluge system had not activated but a nearby sprinkler head had extinguished the fire with a considerable amount of water left in the area. Crews secured the sprinkler system to slow the overhead water flow. The business was directed to have their sprinkler system fixed and a Fire Watch was assigned to the property. A Fire Investigator attended the scene and conducted the investigation while coordinating with public health authorities. There were no injuries to the public or RFR staff.
- December 27, 2021 Residential fire on Smith Street. RFR crews responded to reports of a residential fire. On arrival, crews entered the property and extinguished a fire on the second floor of a single family home. There was a moderate amount of gray smoke coming from the roof vents of the structure and crews proceeded to ventilate the area. Crews encountered a large amount of clutter in the house but no residents was found during a search of the house. The RCMP and a Fire Investigator attended the scene. A BC Hydro representative arrived to disconnected power to the structure. There were no injuries to the public or RFR staff.
- December 30, 2021 Commercial Fire on River Road. RFR crews responded and found a burning backpack in a stairwell of a commercial property. The sprinkler system had successfully extinguished the fire but the stairwell was filled with smoke. Crews turned off the sprinkler system and ventilated the area. Due to the suspicious nature of the fire, the RCMP attended and a Fire Watch was placed on the location. A Fire Investigator attended the scene. There were no injuries to the public or RFR staff.
- December 2021 Public Service Flooding Incidents. Incidents relating to water issues including flooding and burst water pipes were exceptionally high in December, 2021. This was associated with extended freezing temperatures, and high volumes of rain during the atmospheric river issues. In December 2021 there were 18 flooding incidents to which RFR responded compared to two in December 2020, representing an 800 percent increase from December 2020.

Financial Impact

None.

Conclusion

Throughout 2021, due to changes in the Provincial Health Orders and Medical Health Officer's direction, RFR experienced a gradual return back to normalized levels of service for medical event types, and responses to medical calls. This includes regular and incremental increases to incident volumes that are a return to the normal experience in the years prior to the COVID pandemic.

During 2021, another driver of the change in volumes for incidents was the significant weatherrelated events. RFR crews deployed twice into the interior of the Province to assist the province and several municipalities during the wildfire events. In support of the wildfires RFR deployed the Structure Protection Unit which was used by the Provincial firefighting services over the course of the summer. Additionally, RFR crews worked with internal City partners during the recent flooding and severe atmospheric river events during the close of 2021.

In 2021 RFR hired a cohort of 29 new firefighters. A portion of this cohort is a continuation of Council approved funding for 36 additional firefighters. The Recruitment Cycle was adopted by Council in 2018, and the strategy to hire 36 additional firefighters over the following three years was to ensure RFR is able to service the needs of a growing community and keep Richmond safe. This intake completes the hiring of the new fire fighters approved by Council as part of the Safe Community Program, as well as replace fire fighters who have retired form 2019-2021 during the temporary COVID hiring freeze.

The additional staff are now deployed onto firefighting and rescue apparatus, including an additional rescue truck at Steveston Fire Hall No. 2, and an additional firefighting engine at Cambie Fire Hall No. 3. The addition of these two fully staffed response units into the deployment model provides RFR the ability to manage multiple calls for service simultaneously, while maintaining the ability to have in-depth coverage for other emergency needs.

Richmond Fire-Rescue has not experienced any negative impacts to emergency response and will continue to monitor activities to identify and create programs to respond to emerging trends. RFR staff remain ready to continue to work through and adapt to the ever-changing pandemic situation.

Jim Wishlove Acting Fire Chief (604-303-2715)

JW: jsAtt. 1: Suppression Activity, including location of December's Fire, Medical and MVIs

Incident Volumes

The following chart provides a month to month comparison regarding incidents occurring in December 2021 and 2020. In December 2021, there were a total of 1,001 incidents, compared to 663 in December 2020. This represents an increase of 51 per cent.

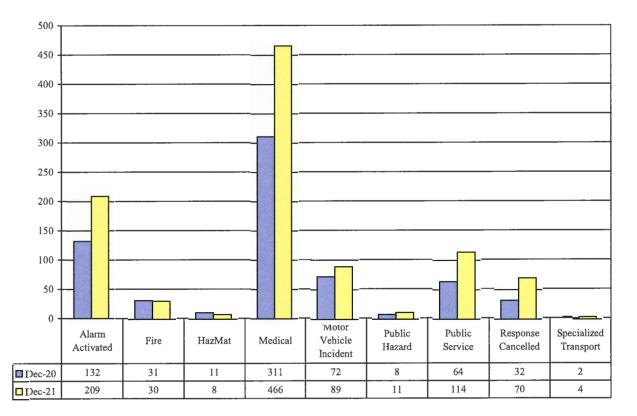


Table 4a: December 2020 & December 2021 Incident Volumes

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, bomb removal standby, object removal, or power lines down

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

The following chart provides the total incident volumes on a month to month comparison occurring in 2019, 2020 and 2021 to show the pre COVID incident call numbers.

The impacts of the pandemic on call volumes during 2020 resulted in RFR Management pivoting staff to learning, development and preparedness activities. In 2021, due to further changes in the Provincial Health Orders and Medical Health Officer's direction, there has been a return back to normal levels of service for medical event types and responses to medical calls.

In 2020 there was a drop in calls due to the due to the changes in the Provincial Health Orders and Medical Health Officer's direction in response to the COVID pandemic. The increase in 2021 are as a result of the gradual return to normal levels of service of event types and responses to medical calls.

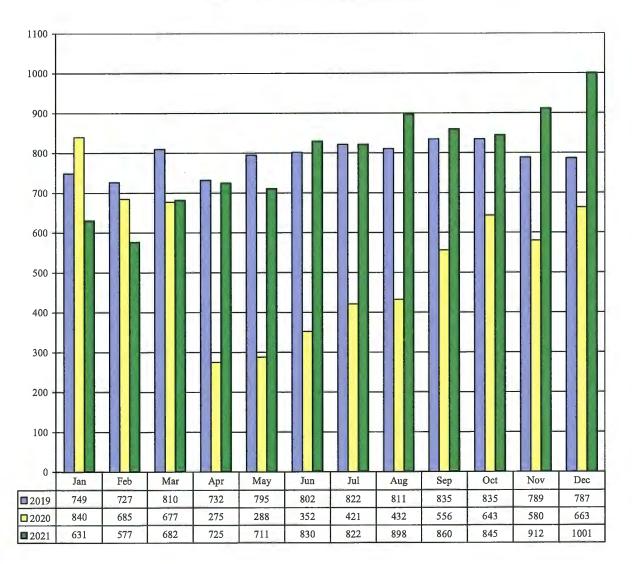


Table 4b: 2019, 2020 & 2021 Total Incident Volumes

First Responder Totals

Medical first responder incidents comprised 50 per cent of the total emergency responses for RFR during the month of December 2021. A detailed breakdown of the medical incidents for December 2020 and 2021 is set out in the following table by sub-type. There were a total of 466 medical incidents in December 2021 compared to 311 in December 2020, an increase of 47 per cent. RFR continue to see incident numbers returning to normal levels due to gradual changes in the Provincial Medical Health Officer orders in response to the pandemic.

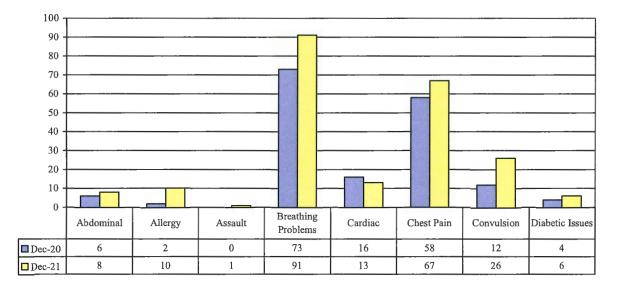
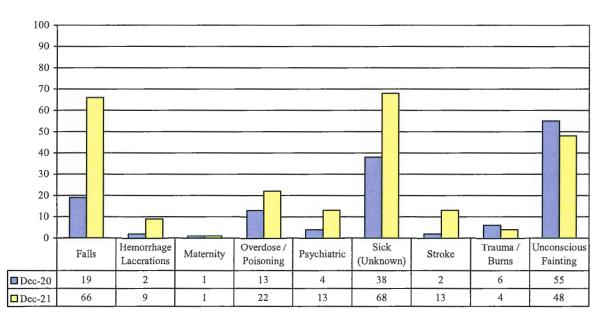


Table 5a: December 2020 & December 2021 Medical Calls by Type





Fire Investigations

The fire investigation statistics for December 2021 are listed below:

Table 6: Total Fire Investigation Statistics – December 2021						
	Suspicious	Accidental	Undetermined			
Residential - Single-family Residential - Multi-family	-	2 10	- 1			
Commercial/Industrial	1	5				
Outdoor	2	2	1			
Vehicle	1	2	3			
Totals	4	21	5			

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

Hazardous Materials

Table 7: Hazardous Materials Incidents By Type – December 2021				
	Details			
Flammable / Combustible Liquids	1			
Natural Gas / Propane Leaks (small)	6			
Unclassified	1			
Totals	8			

Freedom of Information Requests

In 2021, Richmond Fire received 85 Freedom of Information requests from the public. This is a decrease over the requests received in 2020.

In 2021 RFR Freedom of Information request accounted for approximately 48 per cent of all requests received by the City.

Table 8: Freedom Of Information F	Requests for 2020 & 2021
2020	2021
94	85

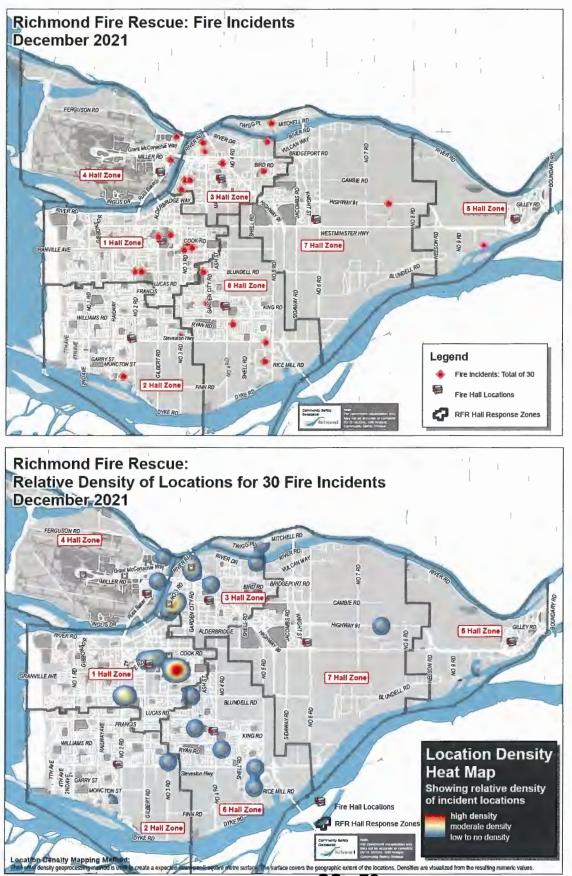
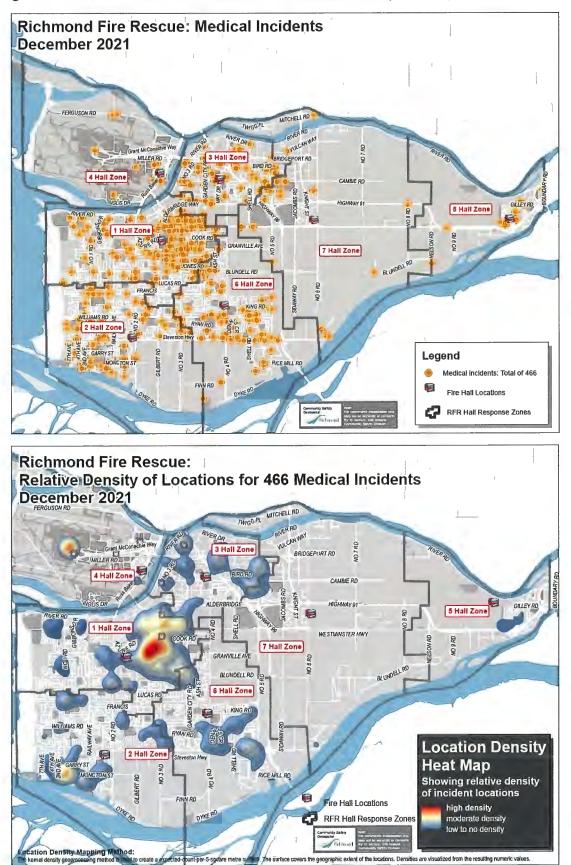


Figure 1: Location of reportable fires attended in December 2021 (total 30)





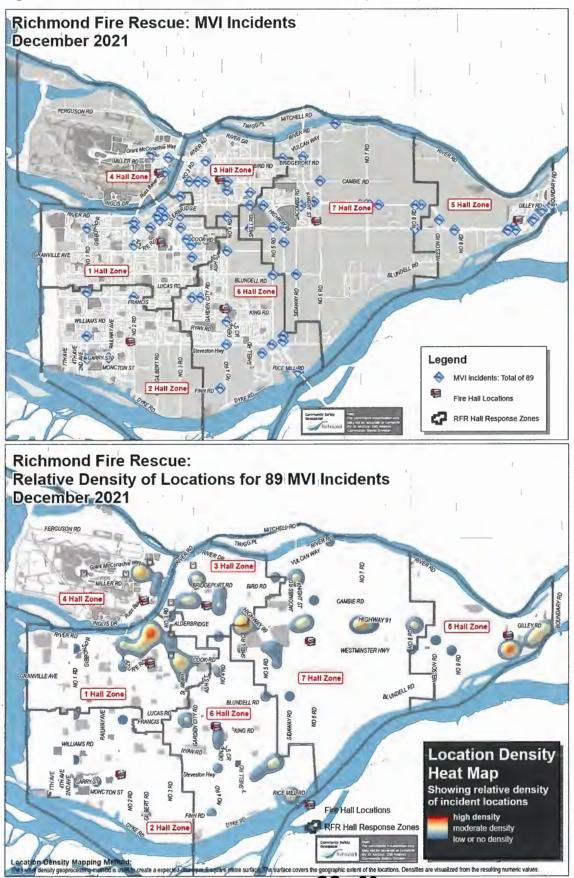


Figure 3: Location of MVI Incidents in December 2021 (total 89)



Report to Committee

From:	Julie Drotar Superintendent, Acting Officer in Charge	File:	09-5000-01/2021-Vol 01
Re:	RCMP Monthly Activity Report – December 2021		

Staff Recommendation

That the staff report titled "RCMP Monthly Activity Report – December 2021", dated January 12, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information.

Julie Drotar

Superintendent, Acting Officer in Charge (604-278-1212)

Att. 3

REPORT CONCURRENC	E
CONCURRENCE OF GENERAL MANAGE	R
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO	

Staff Report

Origin

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

- 1. Activities and Noteworthy Files
- 2. Analysis of Police Statistics
- 3. Crime Trends Across Jurisdictions
- 4. Block Watch
- 5. Community Police Station Programs
- 6. Crime Prevention Unit
- 7. Road Safety Unit
- 8. Victim Services
- 9. Youth Section

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

Analysis

Activities and Noteworthy Files

Police Officer Assaulted

On December 2, 2021, a Richmond RCMP officer responded to a theft in the 4600 block of No. 3 Road. While attempting to arrest the suspect, a struggle ensued and the suspect was able to flee from the area. The officer sustained minor injuries and the incident remains under investigation.

Preventing Property Crime

On December 9, 2021, the Richmond RCMP began promoting the #9PMcheck campaign, which aims to enhance public awareness of increased property crimes during the holiday season. The month-long initiative included daily social media posts on Twitter and provided recommendations of actions the public could take to safeguard their personal property.

Impaired Driving Awareness

On December 15, 2021, the Richmond RCMP issued a media release reminding drivers to plan a safe ride home during the holiday season. The Think of Me initiative was expanded to include collaboration with the local BC Government Liquor Stores to encourage safe driving. Local students decorated liquor store paper bags with "Get home safe" artwork and messages as a reminder to drivers not to drink and drive.

Drug Charges

On December 22, 2021, the Richmond RCMP issued a media release advising that charges had been laid in connection with an eight-month clandestine lab project conducted in 2020. The six accused face a combined 47 charges related to firearms, drug production and drug trafficking. The media release also provided information on identifiable indicators of drug labs in the community.

Analysis of Police Statistics

Arson

In December 2021, there were six reported arsons, which is down two incidents from the previous month and down 10 incidents from December 2020. No patterns or trends have been identified. The number of arsons this month is within the expected range.

In 2021, reported arsons decreased by 16 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 assault serious events in December 2021, which is down six per cent from the previous month and down 40 per cent from December 2020. No patterns or trends have been identified. The number of serious assaults this month is within the expected range.

In 2021, serious assaults increased by five per cent compared to the previous year. This increase is within the expected year over year statistical variance.

Auto Theft

In December 2021, there were 18 incidents of auto theft, which is down five per cent from the previous month and down 31 per cent from December 2020. No patterns or trends have been identified. The number of auto thefts this month is within the expected range.

In 2021, auto thefts decreased by nine per cent compared to the previous year. This decrease is within the expected year over year statistical variance.

Drugs

In December 2021, there were 24 drug files, which represents no change from the previous month and is down 14 per cent from December 2020. No patterns or trends have been identified. The number of drug incidents this month is within the expected range.

In 2021, drug offences decreased by 33 per cent compared to the previous year. This decrease has been attributed to a high number of files in January 2020, which resulted from the processing of a backlog of drug exhibits, originating as Canada Customs seizures at the Vancouver International Airport (YVR).

Mental Health

There were 137 mental health-related incidents in December 2021, which is a 12 per cent increase from the previous month and is a three per cent decrease from December 2020. No patterns or trends have been identified. The number of mental health-related incidents this month is within the expected range.

In 2021, mental health-related incidents decreased by 17 per cent compared to the previous year. This decrease is within the expected year over year statistical variance.

There were 95 police apprehensions this month and the average hospital wait was 100 minutes. Both of these statistics are within the expected ranges.

Residential Break and Enter

There were 33 break and enters to residences in December 2021, which is a 14 per cent increase from the previous month and is a 30 per cent decrease from December 2020. No patterns or trends have been identified. The number of residential break and enters this month is within the expected range.

In 2021, residential break and enters decreased by 27 per cent compared to the previous year. This decrease has been partially attributed to the successful targeting of crime groups responsible for these offences in 2020.

Commercial Break and Enter

In December 2021, there were 34 break and enters to businesses, which is more than double the number reported the previous month and is a 36 per cent increase from December 2020. No patterns or trends have been identified. The number of commercial break and enters this month is within the expected range.

In 2021, commercial break and enters decreased by 13 per cent compared to the previous year. This decrease is within the expected year over year statistical variance.

Robbery

There were seven robbery incidents in December 2021, which is up three incidents from the previous month and up three incidents from December 2020. No patterns or trends have been identified. The number of robberies this month is within the expected range.

In 2021, robberies increased by six per cent compared to the previous year. This increase is within the expected year over year statistical variance.

Sexual Offences

In December 2021, there were 19 sexual offence files, which is down 24 per cent from previous month and is approximately double the number of incidents reported in December 2020. No

patterns or trends have been identified. The number of sexual offences this month is above the expected range.

In 2021, sexual offences increased by 28 per cent compared to the previous year, which has been partially attributed to a 115 per cent increase in referrals from the BC Integrated Child Exploitation Team (BC ICE). Reasons behind this increase include increased internet use by children and more electronic service providers monitoring their sites.

Referrals from the BC ICE accounted for a significant proportion of the files this month (47 per cent). The other reported incidents included seven sexual assaults, one indecent act and one incident of sexual interference.

Shoplifting

There were 57 reported shoplifting thefts in December 2021, which is a 14 per cent decrease from the previous month and is a 12 per cent decrease from December 2020. No patterns or trends have been identified. The number of shoplifting thefts this month is within the expected range.

In 2021, shoplifting thefts increased by nine per cent compared to the previous year. This increase is within the expected year over year statistical variance.

Theft from Automobile

There were 90 theft from automobile incidents in December 2021, which is down 26 per cent from the previous month and down 36 per cent from December 2020. No patterns or trends have been identified. The number of thefts from automobiles this month is below the expected range.

In 2021, thefts from automobiles decreased by six per cent compared to the previous year. This decrease is within the expected year over year statistical variance.

Hate Crimes and Incidents

Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2018 and December 31, 2021.¹ 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.

The events reported this month were related to the use of racial slurs. While in 2020 there was an increase in hate-related files relating to racial slurs against Chinese people, in 2021 the increased occurrences included racist slurs and actions towards other ethnic groups.

¹ The BC Hate Crimes Unit uses the terms hate-motivated crime and hate-motivated incident.

	Table 1 – Hate Crim	es and Hate Incidents	
Year	Hate Incident Files	Total	
2018	19	4	23
2019	11	9	20
2020	21	13	34
2021	19	29	48

Crime Trends Across Jurisdictions

Data on crime rates is presented in Figure 1.² In 2021, out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the lowest violent crime rate and the second lowest property crime rate. In 2021, property crime numbers in Richmond were the lowest they had been in over a decade.

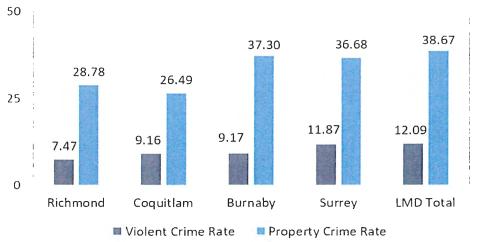


Figure 1: 2021 Crime Rates

Block Watch

At the end of December 2021, the Block Watch program had 305 groups totaling 7,136 participants. Currently, the program includes 441 captains and co-captains.

Due to the COVID-19 pandemic, in-person training was suspended and other Block Watch events remained limited in 2021. In response to this, the Block Watch program enhanced the availability of digital and online materials and began offering virtual training opportunities. In total, eight virtual Block Watch training sessions were held in 2021. Despite these challenges, the number of participants grew by six per cent from the previous year.

² Crime rate is calculated per 1,000 people.

Community Police Station Programs

Community police stations enhance the Richmond RCMP Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. Due to the COVID-19 pandemic, all three community police stations have been closed to the public since March 2020. Volunteer deployments resumed in June 2020, in accordance with the guidelines established by RCMP 'E' Division's Crime Prevention Services; however, the scope of volunteer activities has been limited. City staff and volunteers have continued to pursue safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility.

While volunteer activities remained limited in 2021, there were 35 active volunteers who contributed 1,714 hours to community policing programs, including 162 hours of volunteer bike patrols. In 2021, volunteers also distributed 7,107 Pedestrian Safety reflectors and issued 632 Fail to Stop letters, 954 Speed Watch letters and 2,897 Lock Out Auto Crime letters.

During the month of December, volunteer highlights included:

- Eight Lock Out Auto Crime deployments took place, which resulted in 239 information letters being distributed.
- There was one Fail to Stop deployment during which 58 information letters were issued.
- December 8 Volunteers conducted a Lock Out Auto Crime Deployment at two locations in central Richmond and checked 347 vehicles. A total of 74 information letters were issued.
- December 9 Volunteers were recognized with long service awards for five, 10, 15, 20 and 25 years of service to the community.
- December 10 Volunteers conducted a Lock Out Auto Crime Deployment in central Richmond and issued 23 information letters.
- December 12 Volunteers participated in a Crime Watch deployment in central Richmond and discovered a stolen license plate while checking vehicles through the Stolen Auto Recovery program.³ The incident was reported to police for investigation. In total, volunteers checked 206 vehicles at multiple locations throughout the city.

³ During Crime Watch deployments volunteers check for stolen vehicles and report suspicious activities to police

Lock Out Auto Crime

Figure 2 provides a comparison by year of the number of vehicle notices issued.⁴

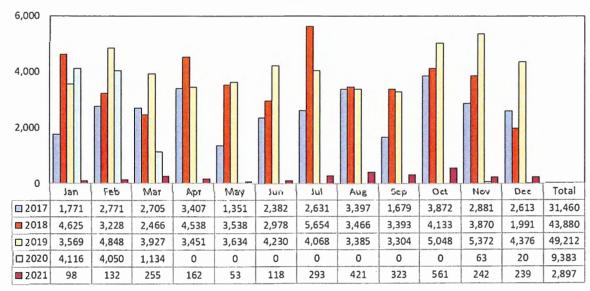


Figure 2: Lock Out Auto Crime Vehicles Issued a Notice

Speed Watch

Figure 3 provides a yearly comparison of the number of letters sent to registered vehicle owners.

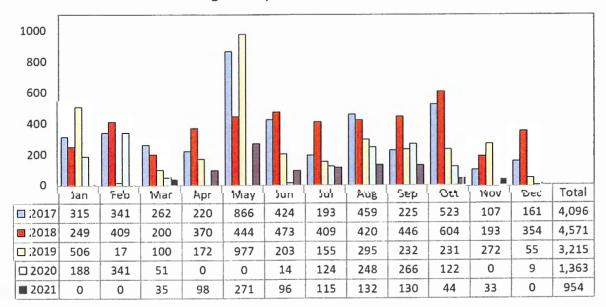


Figure 3: Speed Watch Letters Sent

⁴ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices.

Crime Prevention Unit

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

- Business Outreach
- Community Foot Patrols
- Lock Out Auto Crime

- Menorah Lighting Ceremony
- Santa's Arrival in Steveston
- Volunteer Recognition Event

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 2 compares statistics for December 2021 to both October 2021 and November 2021. Violation Tickets were issued for the following infractions:

Infraction	October 2021	November 2021	December 2021	
Distracted Driving	114	133	92	
Driver License	161	154	145	
Impaired	40	28	33	
Intersection Offences	34	52	40	
Moving Infractions ⁵	128	171	61	
Speeding	204	201	113	
Seatbelts	9	7	4	
Vehicle Related ⁶	89	76	77	
Other ⁷	7	7	4	
Total	786	829	569	

Table 2: Violation Tickets Issued

Victim Services

In December 2021, Richmond RCMP Victim Services met with 79 new clients and attended six crime/trauma scenes after hours. Victim Services reduced in-person client services in March 2020 and began offering services by phone but continue to attend some of the more serious calls in person. The unit currently maintains an active caseload of 116 files. In December, Victim Services responded to a number of cases involving medical-related sudden deaths, property crimes and mental health issues.

⁵ Moving infractions refers to unsafe lane change and unsafe passing.

⁶ Vehicle related refers to vehicle defects, for example no lights and no insurance.

⁷ Other refers to miscellaneous charges including failing to remain at the scene of an accident and failing to stop for police.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies that contribute to safe and healthy behaviours essential to the development of productive and civic-minded adults. During the month of December, Youth Section highlights included:

- RCMP officers in the Youth Section prepared for the delivery of the Youth Academy program in 2022. The Youth Academy aims to provide high school students who have an interest in policing with the experience to pursue their career aspirations. The program includes presentations and scenario-based training.
- RCMP officers in the Youth Section conducted 43 proactive school visits at Secondary Schools and 45 visits at Elementary Schools. Police officers engaged with the students at recess and lunch, as well as during morning and afternoon supervision.

Financial Impact

None.

Conclusion

In December 2021, the Richmond RCMP conducted a number of noteworthy investigations, including the assault of a police officer who was carrying out an arrest. Police statistics for this month indicate that most crime types were within the expected ranges with the exception of sexual offences, which were elevated and thefts from automobiles, which were below the expected range. In 2021, property crime numbers were the lowest they had been in over a decade.

In December, the Richmond RCMP promoted a social media campaign to prevent property crimes during the holiday season, in addition to reminding drivers not to drink and drive. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.

E. Wagel

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

EW:

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

Community Policing Programs Information

Auxiliary Constables

- The primary mandate of Richmond's Auxiliary Constables is to support community policing activities related to public safety and crime prevention.
- For more information, visit <u>www.richmond.ca/safety/police/prevention/auxiliary.htm</u>

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: <u>blockwatch@richmond.ca</u>
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

- Trained volunteers monitor intersections and observe distracted drivers.
- A letter is sent to the registered owner of the offending vehicle with information on the safety risks associated to the observed behaviour and applicable fine amounts.
- For more information, visit www.richmond.ca/safety/police/prevention/programs.htm

Fail to Stop

- Trained volunteers monitor areas that have been referred to the program by local businesses or residents where drivers are not making a full stop at the stop sign, or running a red light.
- An information letter is sent to the registered owner of the vehicle advising them the date, time and location and applicable fine amounts if the driver received a violation ticket.

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.

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- For more information, visit
- www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

- This program allows riders to easily and securely register their bikes. This up-to-date database of bikes alerts its registrants if a fellow 529 bike is stolen.
- Project 529 is a unique, multi-national registry that holds a database of all registered and stolen bikes.

Speed Watch

- Co-sponsored by ICBC, promotes safe driving habits by alerting drivers of their speed.
- Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed.
- Volunteers record the license plate number and the speed, and a letter is sent to the registered owner of the offending vehicle. The letter includes the date, time and location and applicable fine amounts if the driver received a violation ticket.

Stolen Auto Recovery

- Co-sponsored by ICBC, trained volunteers equipped with portable computers identify stolen vehicles.
- These volunteers recover hundreds of stolen vehicles each year throughout the Lower Mainland.

Volunteer Bike and Foot Patrol Program

• Trained volunteers patrol Richmond neighbourhoods reporting suspicious activities and providing a visible deterrent to crime and public order issues.

DECEMBER 2021 STATISTICS

RICHMOND RCMP

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

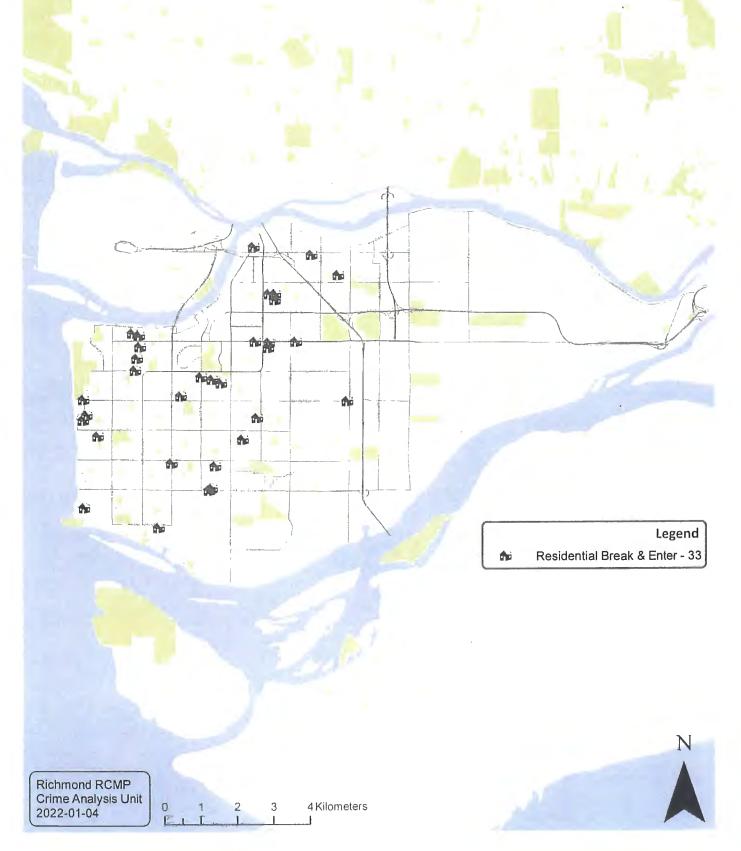
The 5 year average range data is based on activity within a single month over the past 5 years. If the current monthly total for an offence is above the expected average range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in red. If the current monthly total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

	Month	5-Yr Avg	5-Yr Range		Year to Date Totals					
	Dec-21	De	cember		2020	2021	% Change	# Change		
VIOLENT CRIME (UCR 1000-Series Offences)	144	119.4	98-141		1704	1725	1%	21		
Robbery	7	4.8	3-7	1	54	57	6%	3		
Assault Common	44	48.4	40-56		611	562	-8%	-49		
Assault Serious	15	12.2	5-19		173	182	5%	9		
Sexual Offences	19	9.2	6-12		189	241	28%	52		
PROPERTY CRIME (UCR 2000-Series Offence .)	474	655.4	602-709		6712	6254	-7%	-458		
Business B&E	34	38.6	31-47		379	330	-13%	-49		
Residential B&E	33	65.2	45-86		462	336	-27%	-126		
Auto Theft	18	27.8	23-33		277	252	-9%	-25		
Theft from Auto	90	186.6	152-221	11	1671	1564	-6%	-107		
Theft	89	84.6	65-104		703	736	5%	33		
Shoplifting	57	65.4	50-81	11	641	701	9%	60		
Fraud	67	69.4	60-79		874	863	-1%	-11		
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	245	182.8	161-204		2316	2907	26%	591		
Arson	6	5.0	1-11		87	73	-16%	-14		
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	866	957.8	892-1024		10878	10892	0%	14		
DRUGS (UCR 4000-Suries Offences)	24	55.8	21-90		599	400	-33%	-199		
MHA RELATED CALLS (MHA files or Mental Health (Lag)	137	148.4	125-171] [1907	1592	-17%	-315		

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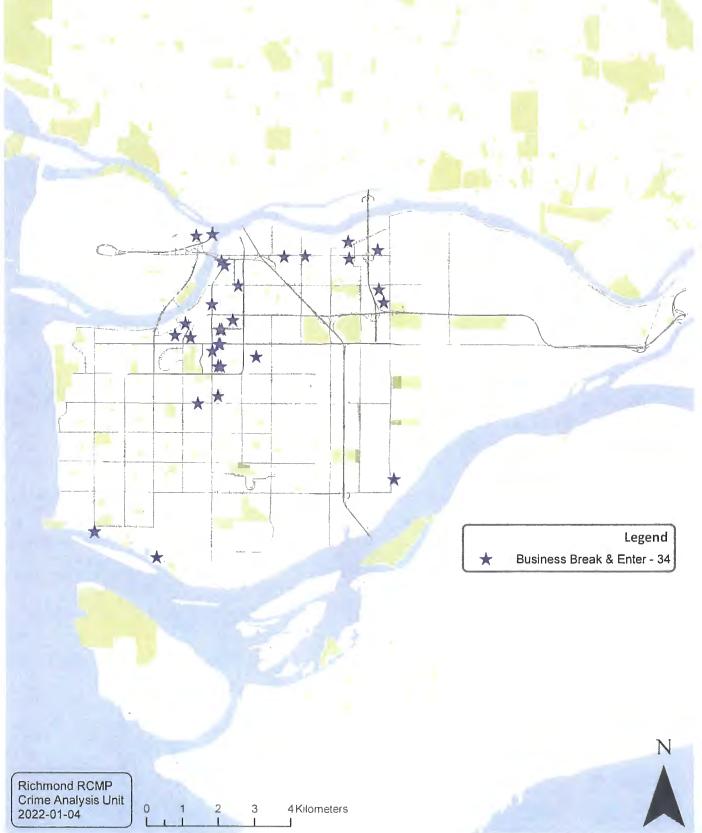
Attachment 3

Residential Break & Enter Dec 2021



Attachment 3

Business Break & Enter Dec 2021



Attachment 3 **Auto Theft** Dec 2021 Legend Auto Theft - 18 N Richmond RCMP Crime Analysis Unit 2022-01-04 4 Kilometers 0 3

Attachment 3

Theft from Auto Dec 2021

