



## Community Safety Committee

Anderson Room, City Hall  
6911 No. 3 Road

Tuesday, March 11, 2014  
4:00 p.m.

Pg. #      ITEM

### MINUTES

CS-5      *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on Wednesday, February 12, 2014.*



### NEXT COMMITTEE MEETING DATE

Tuesday, April 15, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

### LAW AND COMMUNITY SAFETY DEPARTMENT

1. **TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE EVALUATION REPORT 2013**  
(File Ref. No. 09-5350-01) (REDMS No. 4131640)

CS-11

**See Page CS-11 for full report**

*Designated Speaker: Anne Stevens*

STAFF RECOMMENDATION

*That the staff report titled Touchstone Family Association Restorative Justice Evaluation Report 2013, dated February 21, 2014, from the Senior Manager, Community Safety Policy and Programs, be received for information.*

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2. **RICHMOND FIRE-RESCUE – JANUARY 2014 ACTIVITY REPORT**

(File Ref. No. 09-5000-01) (REDMS No. 4154901)

CS-29

[See Page CS-29 for full report](#)

*Designated Speaker: Fire Chief John McGowan*

STAFF RECOMMENDATION

*That the staff report titled Richmond Fire-Rescue – January 2014 Activity Report, dated February 17, 2014, from the Fire Chief, Richmond Fire-Rescue, be received for information.*

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3. **COMMUNITY BYLAWS – JANUARY 2014 ACTIVITY REPORT**

(File Ref. No. 12-8060-01) (REDMS No. 4149442)

CS-42

[See Page CS-42 for full report](#)

*Designated Speaker: Edward Warzel*

STAFF RECOMMENDATION

*That the staff report titled Community Bylaws – January 2014 Activity Report, dated February 28, 2014, from the General Manager, Law & Community Safety be received for information.*

☐

4. **RCMP'S MONTHLY REPORT – JANUARY 2014 ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4147304)

CS-48

[See Page CS-48 for full report](#)

*Designated Speaker: Insp. Bart Blachford*

STAFF RECOMMENDATION

*That the report titled RCMP's Monthly Report – January 2014 Activities, dated February 28, 2014, from the Officer in Charge, Richmond RCMP, be received for information.*



5. **2014-2015 RCMP ANNUAL PERFORMANCE PLAN – COMMUNITY PRIORITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4143592)

CS-59

See Page CS-59 for full report

*Designated Speaker: Insp. Bart Blachford*

STAFF RECOMMENDATION

*That Council identify priorities as listed in the report titled 2014/2015 RCMP Annual Performance Plan-Community Priorities, dated January 30, 2014, from the Officer in Charge, Richmond RCMP, for inclusion in the Richmond Detachment 2014/2015 RCMP Annual Performance Plan.*



6. **BRITISH COLUMBIA REAL TIME INTELLIGENCE CENTRE**

(File Ref. No. 09-5350-01) (REDMS No. 4131640)

CS-63

See Page CS-63 for full report

*Designated Speaker: Anne Stevens*

STAFF RECOMMENDATION

- (1) *That the implementation of the British Columbia Real Time Intelligence Centre be endorsed in principle; and*
- (2) *That the future governance structure and budget approval process for the British Columbia Real Time Intelligence Centre include elected municipal officials.*



7. **FIRE CHIEF BRIEFING**

(Verbal Report)

*Designated Speaker: Fire Chief John McGowan*

Items for discussion:

(i) *9-1-1 Awards – Joint Briefing with Richmond RCMP*

(ii) *Watch Meetings*

(iii) *Emergency Pet Kits*

8. **RCMP/OIC BRIEFING**

(Verbal Report)

*Designated Speaker: Insp. Bart Blachford*

None.

9. **MANAGER'S REPORT**

**ADJOURNMENT**







## Community Safety Committee

Date: Wednesday, February 12, 2014

Place: Anderson Room  
Richmond City Hall

Present: Councillor Derek Dang, Chair  
Councillor Linda McPhail  
Councillor Ken Johnston  
Councillor Bill McNulty  
Mayor Malcolm Brodie

Absent: Councillor Evelina Halsey-Brandt

Also Present: Councillor Chak Au

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 Tuesday, January 14, 2014, be adopted as circulated.*

**CARRIED**

### NEXT COMMITTEE MEETING DATE

Tuesday, March 11, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

**Community Safety Committee**  
**Wednesday, February 12, 2014**

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## **PRESENTATION**

Grant Wyenberg, Training Officer, Richmond Fire-Rescue (RFR) and Dave McGee, GIS Analyst, gave a brief presentation on 'Open Street Map' - a database that can be regularly updated to reflect current address information particularly with regard to strata properties. It was highlighted that the database improves the quality and accuracy of mobile maps; thus enabling RFR to respond faster. Also, it was noted that the database has been in place for approximately five weeks, with 295 updates completed to date. Also, Mr. Wyenberg noted there is no cost to the City for the database and that it can accommodate additional details, such as floor plans and mechanical information, which assist RFR.

In response to a query from Committee, Kim Howell, Deputy Fire Chief, RFR, advised that the display of the civic address is a requirement of Fire Protection and Life Safety Bylaw No. 8306. She noted that Bylaw 8306 is currently under review, and staff is examining incorporating information related to the display of the civic address as part of the business licensing, building approval, and development permit processes.

*Mayor Brodie left the meeting at 4:14 p.m. and did not return.*

## **LAW AND COMMUNITY SAFETY DEPARTMENT**

### **1. RCMP'S MONTHLY REPORT – DECEMBER 2013 ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4115970 v.4)

Eric Hall, Inspector, Operations Support Officer, Richmond RCMP, highlighted the significant increase in volunteer and community policing hours and efforts with respect to: (i) the distribution of notices for stolen vehicles, (ii) the speed watch program, and (iii) the distracted driver initiative.

Committee expressed gratitude to the Auxiliary Constables and acknowledged the importance of their presence in the community.

In response to queries from Committee, Insp. Hall stated that a working group of policing partners, including the Insurance Corporation of British Columbia, are developing a multilingual media strategy in an effort to reduce the number of pedestrian fatalities. Also, he noted that the number of Auxiliary Constables continue to increase with approximately twenty-five trainees anticipated to graduate in the spring.

**Community Safety Committee**  
**Wednesday, February 12, 2014**

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It was moved and seconded

*That the report titled RCMP's Monthly Report – December 2013 Activities (dated February 2, 2014, from the Officer in Charge, RCMP) be received for information.*

**CARRIED**

**2. RICHMOND FIRE-RESCUE – DECEMBER 2013 ACTIVITY REPORT**

(File Ref. No. 09-5000-01) (REDMS No. 4127547 v.3)

John McGowan, Fire Chief, RFR, noted that the figures for “Multi-family Residential” statistics were missing from Figure 3 of the staff report dated January 17, 2014; however, he noted that the total values were accurate.

Discussion ensued regarding the tragedy at the seniors’ residence in L’Isle-Verte, Quebec. Fire Chief McGowan advised that RFR does not have a comprehensive list of residences with or without sprinkler systems. He noted that a fire prevention plan, from a building and mobility perspective, to address such risks is being examined. Also, he stated that RFR has held discussions with a number of groups in an effort to identify individuals with mobility issues and to have such information updated annually.

It was moved and seconded

*That the staff report titled Richmond Fire-Rescue – December 2013 Activity Report, dated January 17, 2014, from the Fire Chief, Richmond Fire-Rescue, be received for information.*

**CARRIED**

**3. COMMUNITY BYLAWS – DECEMBER 2013 ACTIVITY REPORT**

(File Ref. No. 12-8375-02) (REDMS No. 4125047 v.4)

In reply to queries from Committee, Edward Warzel, Manager, Community Bylaws, advised that, (i) approximately three calls per month are received related to the Soil Watch Program, and (ii) court action is only pursued in the event that staff is unsuccessful in achieving compliance.

Discussion ensued regarding whether the Fat, Oil and Grease Management Program should be expanded to include residential properties. Mr. Warzel noted that Community Bylaws and Engineering staff are currently exploring various options for the Program; however, plans have not been finalized.

At the conclusion of the discussion the following **referral** was introduced:

It was moved and seconded

*That the Fat, Oil, and Grease Management Program be referred to staff to examine potentially including single and multi-family residences.*

**CARRIED**

**Community Safety Committee**  
**Wednesday, February 12, 2014**

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It was moved and seconded

*That the staff report titled Community Bylaws – December 2013 Activity Report dated January 31, 2014, from the General Manager, Law & Community Safety be received for information.*

**CARRIED**

**4. TRANSPORTATION OF DANGEROUS GOODS BY RAILWAY**

(File Ref. No. 09-5125-00) (REDMS No. 4136493)

Discussion ensued regarding the transportation of dangerous goods on the Fraser River as well as RFR's ability to manage an emergency involving hazardous material. Tim Wilkinson, Deputy Fire Chief, RFR, stated that in the event of an emergency RFR, in partnership with the Public Works Division, have the resources and the skills to handle and contain a large hazardous material spill.

It was moved and seconded

*That the staff report titled Transportation of Dangerous Goods By Railway dated January 23, 2014 from the General Manager, Law and Community Safety be received for information.*

**CARRIED**

**5. CITY OF RICHMOND CRIME REDUCTION SURVEY**

(File Ref. No. 09-5350-01) (REDMS No. 4123489)

Committee expressed gratitude for the comprehensive staff report and suggested that the Richmond RCMP partner with the business sector with regard to break and enters in the community.

It was moved and seconded

*That Council's survey from the Blue Ribbon Panel for Crime Reduction be provided to the Parliamentary Secretary for Crime Reduction.*

**CARRIED**

**6. FIRE CHIEF BRIEFING**

(Verbal Report)

**(i) Heart Health Month**

Fire Chief McGowan advised that RFR is supporting Heart Health Month by promoting healthy lifestyle tips that will reduce the risks of heart disease and stroke.

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***(ii) Firefighters Ball***

Fire Chief McGowan spoke of the upcoming 2014 Richmond Firefighters Gala scheduled for Thursday, March 13, 2014 hosted by the Richmond Firefighters Charitable Society, the Rotary Club of Richmond, and the Rotary Club of Richmond Sunset.

***(iii) Spring Ahead – Time Change***

Fire Chief McGowan noted that RFR will be reminding homeowners to replace the batteries in their smoke and carbon monoxide detectors when changing the clocks for Daylight Savings Time.

***(iv) Eating Together Campaign – Touchstone***

Fire Chief McGowan spoke of RFR's participation in the upcoming 2014 Eating Together Campaign sponsored by Touchstone Family Association at Debeck Elementary School on Sunday, February 16, 2014 from 10 a.m. to 11:30 a.m.

***(v) Joint Update with the RCMP – Anti-Bullying Day***

Fire Chief McGowan spoke of Anti-Bullying Day noting that RFR will show its support by wearing pink on Wednesday, February 26, 2014.

**7. RCMP/OIC BRIEFING**

(Verbal Report)

Insp. Hall advised that the Richmond RCMP would be hosting the BC Chiefs of Police from Tuesday, February 18<sup>th</sup> to Thursday, February 20<sup>th</sup> at the River Rock Casino Resort.

**8. MANAGER'S REPORT**

None.

**ADJOURNMENT**

It was moved and seconded

***That the meeting adjourn (4:52 p.m.).***

**CARRIED**

**Community Safety Committee**  
**Wednesday, February 12, 2014**

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Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Wednesday, February 12, 2014.

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Councillor Derek Dang  
Chair

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Heather Howey  
Committee Clerk



# City of Richmond

## Report to Committee

**To:** Community Safety Committee  
**From:** Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
**Date:** February 21, 2014  
**File:**  
**Re:** Touchstone Family Association Restorative Justice Evaluation Report 2013

### Staff Recommendation

That the staff report titled "Touchstone Family Association Restorative Justice Evaluation Report 2013", dated February 21, 2014, from the Senior Manager, Community Safety Policy and Programs, be received for information.

Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
(604-276-4273)

Att. 1

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

## Staff Report

### Origin

Since 2008, the City of Richmond has contracted Touchstone Family Association for the delivery of a Restorative Justice Program in Richmond. The contract requires that Touchstone Family Association report to Council annually on:

- a) the Restorative Justice Program's annual budget for the upcoming year;
- b) the Restorative Justice Program's revenues and expenditure from the previous year;
- c) performance indicators, including the number of referrals, forums and completed resolution agreements;
- d) milestones and achievements; and
- e) participant satisfaction surveys.

This report ensures the terms of the 2013 contract are adhered to, and addresses Council's Term Goal 1:

*To ensure Richmond remains a safe and desirable community to live, work and play in through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

Within the criminal justice system, there are a number of programs available to police officers when youth have committed offences. These include:

1. the court system, which is extremely costly;
2. the Youth Intervention Program, a counselling program offered by the City through the RCMP; and
3. the Restorative Justice Program, which emphasizes accountability and problem solving as a way to address harm that takes place when a crime or incident occurs.

The provincial government does not fund restorative justice to a level that would provide comprehensive services to the community. Touchstone Family Association continues to lobby the provincial and federal governments regarding funding responsibility for the Restorative Justice Program, but has been unsuccessful thus far.

In October 2013, a program review was conducted on the Restorative Justice Program and its effectiveness as it pertained to the Richmond RCMP. The results of the review revealed that there had been a lapse in referrals to the Restorative Justice Program from members of the general duty section. To rectify this situation, the Restorative Justice Coordinators from both Touchstone and the RCMP gave a program presentation to the General Duty Watch Commanders. Touchstone Family Association was also connected with the security manager for Richmond Centre to promote the Restorative Justice Program. Following the meeting, Touchstone coordinated training for the security staff at Richmond Centre.

It is anticipated that referrals will increase throughout 2014 as a result of these actions.



### Restorative Justice 2013 Performance Outcome Evaluation Report

The Restorative Justice Program is a volunteer driven program with a permanent full time coordinator at Touchstone. 313 young people have participated in the program over the past six years, for an average of 52 young people per year.

Highlights of the program are expressed in the 2013 Performance Outcome Evaluation Report from Touchstone Family Services (**Attachment 1**), and a summary of yearly outcomes is provided in Figure 1.

**Figure 1**

	2008	2009	2010	2011	2012	2013
Total # of offenders	39	52	61	74	42	46
Total # of Referrals	32	32	48	44	36	35
Total # of RJ processes(CAP,CJF and other programs)	25	23	44	56	31	35
Total # of Resolution agreements (combined CAP&CJF)	43	39	48	68	34	42
Total # of completed resolution agreements (may flow from previous yr)	38	27	46	56	34	45

\*A referral can have more than one offender.

\*\* Not all referrals result in a forum, hence the lower number of forums than referrals.

\*\*\*The number of resolution agreements can be higher than the number of forums, as a forum can have more than one offender.

### **Financial Impact**

None.

### **Conclusion**

The Restorative Justice Program is a cost effective way to address some social issues within the community. This alternative service delivery model to the court system ensures accountability, and addresses the harm that takes place when a crime or incident occurs.

Due to the number of volunteers (ten in total); the program has additional capacity, should the number of referrals/offenders increase.



Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
(604-276-4273)  
AS2:as2

Att. 1: *Performance Outcome Evaluation Report*, Touchstone Restorative Justice, 2013



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# **RESTORATIVE JUSTICE**

## ***PERFORMANCE OUTCOME EVALUATION REPORT***

***January 1, 2013 - December 31, 2013***



## **EXECUTIVE SUMMARY**

Touchstone Family Association is a non-profit society that has been providing services to children and their families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children, youth and families to ensure their optimum development. Over 1900 children, youth and families benefit from our services on an annual basis.

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

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget and we have now completed year 3 of a second 3 year contract and have entered into another 3 year contract. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives a small amount of money from the Community Actualization Program funded by the province which provides some funds for volunteer training and recruitment. Touchstone continues to raise the profile of this extremely cost effective alternative to court and is continuously seeking out funding partners. Although funding continues to be an on-going challenge we are very appreciative to the City of Richmond for not only believing in the Restorative Philosophy but understanding the role it plays in creating safer and healthier communities.

### **Restorative Justice**

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

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

Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it hap-

pened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

While restorative justice affords everyone affected by crime the opportunity to gain closure from the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing. Communities become healthier and safer as a result.

**Resolution Commitments can include:**

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



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

- life experience
- professional employment history
- education
- commitment to the program
- amount of time available
- Experience/Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- Reasons behind wanting to become involved
- Experience/comfort level with conflict
- oral and written skills

**Restorative Justice Embodies Different Processes**

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

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

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

A recent example took place in the late May of 2013. A Richmond High School athletic program was experiencing problems: name calling, intimidation and fighting were the norm inside the program. The incidents led to complaints from parents, school staff and even the students, themselves. Consequently, several youth were the subject of traditional disciplinary action, leading to one student being expelled and others receiving a warning. The tension persisted, despite the disciplinary action taken by the school. The Restorative Justice Program (RJP) was asked for its assistance. After exploratory meetings with all of the affected parties, it was determined that a Healing Circle inside the school would best meet the needs of the participants. Twenty two students participated in the process. The group was composed of six 8th graders, twelve 9th graders and four 10th graders. The majority of the participants were boys; three were girls (9<sup>th</sup> Grade). The process was a success, allowing people to heal from their fractured relationships, better understand one another, and restore trust and respect amongst one another.

This success led to a year-long pilot beginning in the fall of 2013, which included six 8<sup>th</sup> Graders, eight 9<sup>th</sup> Graders, and four 10<sup>th</sup> Graders. Fifteen of the participants are boys, with three girls taking part: a 9<sup>th</sup> Grader and two 10<sup>th</sup> Graders. All eighteen of the participants are participating in a monthly Circle focused on personal/social development, which has been incorporated into the curriculum of the athletic program.

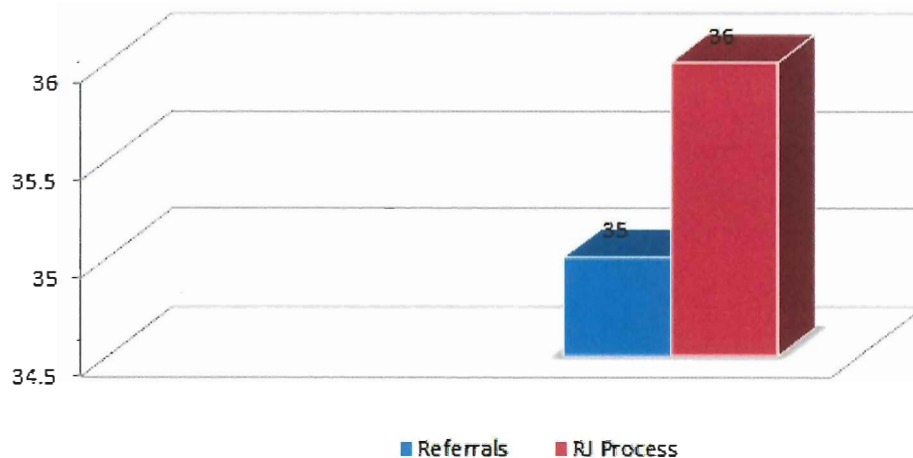
The philosophy of restorative justice is one of community ownership. Touchstone Family Association is very proud of our success with this volunteer-driven program. The majority of our volunteers live in Richmond and have an investment involving and empowering the affected participants through the justice process, increasing community capacity to recognize and respond to community bases of crime.

The Richmond Restorative Justice Program has now completed its sixth year of full funding with a full time coordinator.

## **STATISTICS:**

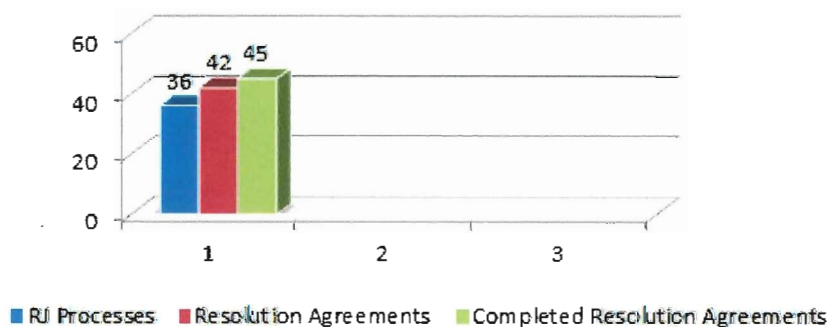
In 2013 there were 35 referrals to the Restorative Justice Program which is similar to the previous year. Each year brings a slight fluctuation based often on youth crime and new members to the RCMP. There were 36 restorative processes held.

### **Number of Referrals Received and RJ Processes held**



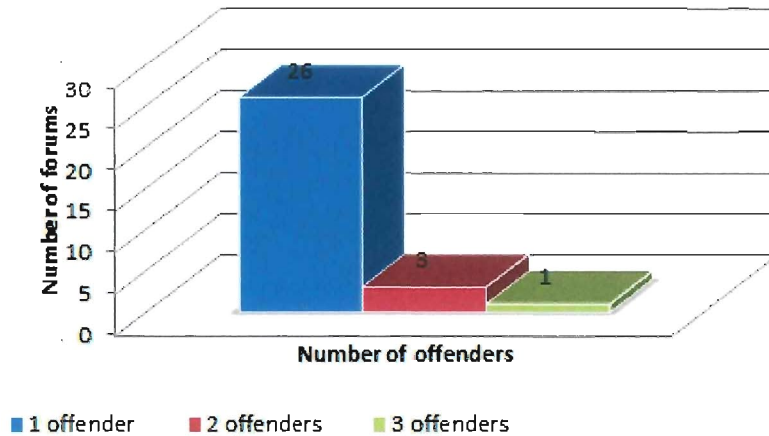
There were 42 resolution agreements resulting from community justice proceedings.

### **Resolution Agreements**



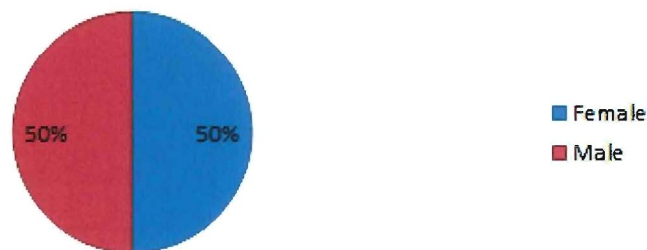
Restorative processes can often have more than one offender. There were 26 processes that had one offender, 3 processes had 2 offenders and 1 had 3 offenders. Given that each referral counts as one regardless the number of participants it is important to note the number of young people involved. The greater the number of offenders often means an increase in the number of offender supporters as parents of each offender are encouraged to attend; this can often lead to a very large circle and a great deal of preparation for the volunteer facilitator.

## Offenders per RJ Process

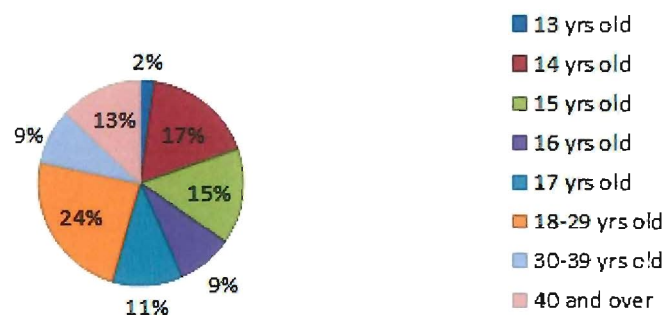


There were 23 females and 23 males referred to the program with the most dominant age ranging between 17 and 18 years.

## Gender of Offenders Referred

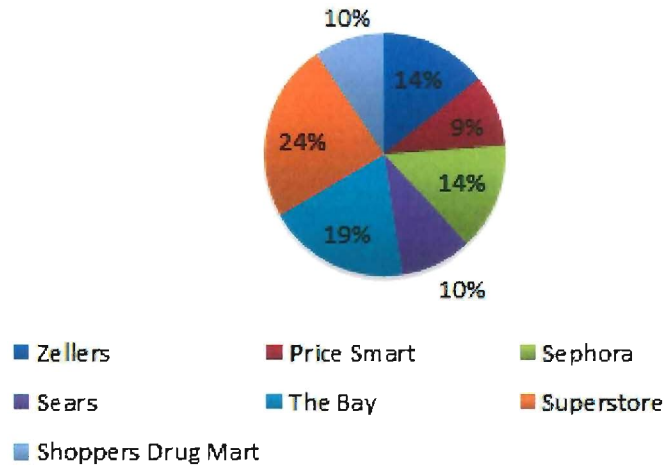


## Age of Offenders Referred

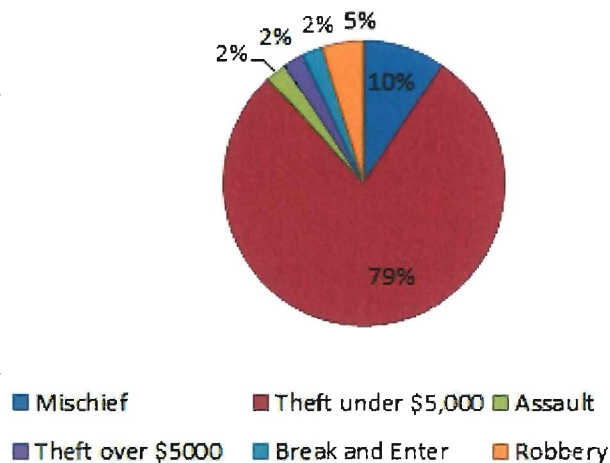


The majority of offenses were for theft under \$5000. There were many different stores reporting these thefts.

### Big Box Stores



### Most Common Offences Referred





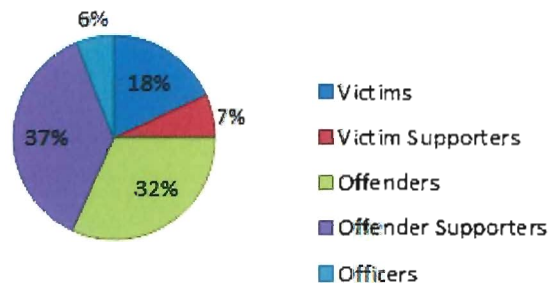
In regards to how long it took to have a matter brought forward for a community process the time continues to improve with the majority of cases occurring within the 5-30 day time period. It is very important that resolution happens as quickly as possible for the greatest amount of learning.

### How long after the file was referred did the RJ Process take place

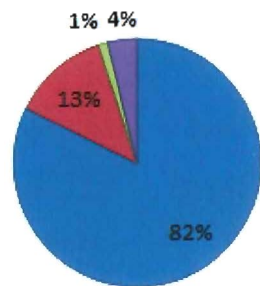


Touchstone Family Association asks all participants involved in the Restorative Justice Process to evaluate either their experience of the restorative process. Below are the results of the surveys beginning first with the role they played in the process.

### Roles of Participants in RJ Processes

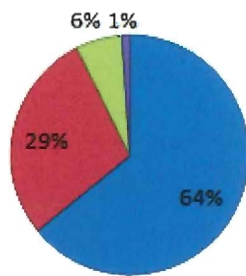


## How Fair was the Restorative Justice Agreement



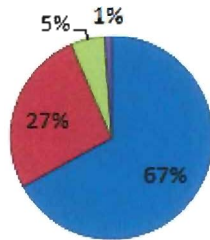
■ Excellent ■ Good

## How Fair was the Restorative Justice Process



■ Excellent ■ Good ■ Average ■ Unsatisfactory

## How was your overall experience with the Restorative Justice Program ?



■ Excellent ■ Good ■ Average ■ Unsatisfactory

As demonstrated by the results above most of the participants were very happy with the process. Continuous real time feedback is very important in order to evaluate the program and the participant's experience.

The survey asks 2 open ended questions and below are the answers to those questions and in parenthesis is the role of the person who said the comment.

Did you encounter any barriers to service, which affected or interfered with your participation in the program?	
Answer options	Response Count
Respondents	
1.	It was a long process to get to the forum. (offender)
2.	Slow process, but faster than regular court. (victim)
3.	No barriers. (victim)
4.	No – good timing (officer)
5.	Nope it was excellent. (offender)
6.	No everyone's voice was heard, and everyone could say what was on their mind freely. (offender supporter)
7.	Scheduled time very good with my work schedule. (officer)
8.	Time is a challenge. Having the harm doer speak truthfully and completely seems challenging. (victim supporter)
9.	Finding a time that worked for all participants. (Officer)
10.	No – supervisor flexible with times, facilitators excellent. Positive experience for client and participant myself. (supporter)
11.	No great experience. (offender)
12.	Not really. So far so good. (Supporter)
13.	None, other than my dad (offender)
14.	No disciplinary action (supporter)
15.	No it went very smoothly (supporter)

16.	Not at all, Haroon is an excellent facilitator and Mary did a great job giving the victim impact statements. (supporter)
17.	No the process was very non-threatening and fair. (supporter)

Is there anything else you would like to comment on?	
Answer options	Response Count
Respondents	
1.	Hard on offender to start off, but relaxed after everyone else shared. (victim)
2.	Keep up the great job! (victim)
3.	Good alternative; young students may need more prompting; care to not use complex language (victim supporter)
4.	Everything was good, efficient, direct and fair. (victim supporter)
5.	Good resolution (officer)
6.	I thought everybody was helpful, the facilitators were friendly and so was the officer. (offender)
7.	I really feel there is good closure to this. It is a very good program for first time offenders. (offender supporter)
8.	Great program. (officer)
9.	Easy to understand. (offender)
10.	I think it is a great program that gives an alternative measure to the court process that really benefits the clients. I find it really helps give the clients a wakeup call/ second chance. (officer)
11.	Well facilitated. Difficult when the harm doer is reluctant to talk. Perhaps provide some options for restitution and/or have harm doer share what they feel is a deserving restitution. (victim supporter)
12.	I had hoped that the offender would be expected to participate more actively in the process. I wanted him to speak more about his actions. (officer)
13.	Thank you, important program! For the community. (Supporter)
14.	It's a very good program. Niagara area should have the restorative Justice. The workers were great and understanding. Thank you. (Offender)
15.	Could be a little bit more go to detail. (Supporter)
16.	Glad to have this program to provide harm doer chances to learn from mistakes. (offender)
17.	I really appreciate the time put into meeting with me thank you. (offender)
18.	Very supportive in the healing process. (offender)
19.	I just want to say that the process was very easy and the people were very kind and very helpful in explaining the process to me. Vary grateful (offender)
20.	Someone should put a ring on the volunteers' finger (supporter)
21.	Allow to give out penalties (supporter)
22.	Really good program which helps people start again. (offender)
23.	Positive experience both volunteer workers were helpful.
24.	I really appreciated Haroon he listens well and guides without taking control. Thanks for your patience it was most helpful (supporter)
25.	Wow, what a great system to have available. Thank you. (supporter)
26.	Program sees fair and easy to deal with. (officer)
27.	I was very pleased about this program being made available to and how easy

	it was to speak to the coordinator. (victim)
28.	A great program to help kids that made a mistake and to get them back on track outside of the court and legal system. Thank you. (supporter)
29.	A quicker time frame would solidify the response. (supporter)
30.	I felt Haroon was an excellent facilitator. His patience, tone and attitude are remarkable. This circle is very fortunate. (supporter)

### **Follow-up Evaluation Summary**

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

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

A comparison of data from 2008 until 2013 is summarized in the chart below.

	2008	2009	2010	2011	2012	2013
<b>total # of offenders</b>	39	52	61	74	41	46
<b>Total # of referrals</b>	32	32	48	44	35	35
<b>Total # of RJ Process</b>	25	23	44	56	31	35
<b>Total # of Resolution agreements</b>	43	39	48	68	34	42
<b>Total # of completed Resolution agreements</b>	38	27	46	56	34	45

As evident by the chart below the Restorative Justice Program has had **313** young people go through the program over the past 6 years which on average is **52** young people a year have been served by the program. It is important to note that the above statistics is only talking about offenders it is not capturing the number of people participating in the program. In 2013, **94** people participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or offender supporter. Another **18** youth participated in a healing circle at a local high school. The more participants involved the more ground work that needs to be done by the volunteer before undergoing the RJ process with all involved parties. It is important that everyone participating understands the process and what expected outcomes may be.

It should also be noted that the above chart does not include the 18 youth presently involved in the RJ healing circle talked about earlier in the report as that is an ongoing process and is away to proactively maintain the peace and teach conflict resolution skills. The youth involved in that process are not offenders rather they are participants learning about restorative processes.

**2013-2016**  
**Strategic Plan (Summary)**  
**Restorative Justice**

**Strategic Priority 1**– To promote and actively seek funding partners in order to sustain and grow the Richmond Restorative Justice Program.

1. To meet with representatives of all levels of government regarding this innovative approach to youth justice.
2. To continue to apply for any relevant civil forfeiture or National Crime Prevention funding that may come available.

**Strategic Priority 2** – To bring choice to the community by providing different Restorative Justice Models.

1. Offer a variety of restorative models or applications suitable to the needs of the community.

**Strategic Priority 3** – To provide Restorative Justice Services, which are, open, accessible and flexible, and meet the needs of the community as a whole. At Touchstone we will endeavour to ensure that the RJ program and service is guided by community need, cultural diversity and political and social necessity.

1. Continue commitment to accreditation process
2. Conduct ongoing needs assessments (internal/ external)
3. Continue to commit to community work, sector involvement and other mechanisms for stakeholder involvement

**Strategic Priority 4** – To continue to build and foster the relationship with Crown in order to support learning for offenders and closure/healing for victims of crime.

1. The RJ Coordinator will meet with Crown Council annually.

**Strategic Priority 5** – To raise community awareness of the Restorative Justice Program and its role in addressing youth crime. The organization will actively seek to educate the community members such as RCMP, Big Box stores, the Richmond School District in the value of Restorative Justice as an alternative to punitive interventions to youth anti-social behaviour.

1. The RJ Coordinator will actively work/advocate to promote the RJ program by attending community events and liaising with school district staff, RCMP Loss Prevention Officers (box stores).
2. To continue to hold a community event during Restorative Justice Week educating the community on Restorative Justice and to continue to present in Richmond Schools regarding creating safe and caring schools through a Restorative approach.

Restorative Justice 2013  
Statement of Income

	Jan to Mar 2013	Apr to Jun 2013	Jul to Sep 2013	Oct to Dec 2013	Total 2013	YTD Budget 2013	Variance	Annual Budget
<b>Revenue</b>								
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0	95,000
<b>Expenses</b>								
Wages and benefits	14,838	15,702	15,458	16,002	62,000	62,000	0	62,000
Rent	6,250	6,250	6,250	6,250	25,000	25,000	0	25,000
Mileage	101	113	125	161	500	500	0	500
Telephone	200	200	200	200	800	800	0	800
Office supplies	396	318	446	540	1,700	1,700	0	1,700
Supervision	1,250	1,250	1,250	1,250	5,000	5,000	0	5,000
	23,035	23,833	23,729	24,403	95,000	95,000		
Net surplus (deficit)	715	-83	21	-653	0	0		

Restorative Justice budget for \$95,000 contract to cover  
January 1 - December 31, 2014

	Annual	Monthly	Quarterly
Wages and benefits	\$ 62,500.00	\$ 5,208.33	\$15,625.00
Rent	\$ 25,000.00	\$ 2,083.33	\$ 6,250.00
Mileage	\$ 400.00	\$ 33.33	\$ 100.00
Cell phones	\$ 800.00	\$ 66.67	\$ 200.00
Office expense	\$ 1,300.00	\$ 108.33	\$ 325.00
Supervision	\$ 5,000.00	\$ 416.67	\$ 1,250.00
	\$ 95,000.00	\$ 7,916.67	\$23,750.00





# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** February 17, 2014

**From:** John McGowan  
Fire Chief, Richmond Fire-Rescue

**File:** 09-5000-01/2014-Vol  
01

**Re:** Richmond Fire-Rescue – January 2014 Activity Report

### Staff Recommendation

That the staff report titled Richmond Fire-Rescue – January 2014 Activity Report, dated February 17, 2014, from the Fire Chief, Richmond Fire-Rescue, be received for information.

John McGowan  
Fire Chief  
(604-303-2734)

(2)

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

## **Staff Report**

### **Origin**

This report provides Council with updates on Richmond Fire-Rescue activities.

This report supports Council Term Goal #1:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### **Analysis**

Through the delivery of its programs and services RFR continues to work towards the City's vision of being the most appealing, livable, and well-managed community in Canada.

RFR is reporting on its activities in support of its mission of customer service excellence in prevention, education, and emergency response.

### **Prevention**

Our goal is to reduce loss of life, injuries and property through prevention and education.

Richmond's positive fire property loss/save ratio is supported by preventative factors including:

- The presence in high occupancy (ie. multi-family buildings) of functioning fire alarm and suppression systems and publicly accessible fire extinguishers.
- The continuous functioning of these key fire safety systems is supported through: fire regulations, fire safety plan creation and exercising, regular inspections and testing, and civic enforcement measures.
- The prevention of loss of life and property is supported through: early fire detection by the public or occupants, early 9-1-1 reporting, rapid response by Richmond's fire crews and in some cases, actions taken by members of the public.

Each fire is investigated to determine probable cause. Six of the January fires were identified as suspicious (see Table 3 in Attachment 1 for details). RFR's Investigators report these to the RCMP and work with the RCMP on investigation and to address any risks to the community often through prevention and education initiatives.

In BC, the outcome of each fire investigation is reported to the Office of the BC Fire Commissioner. The report can be used to link products that may have malfunctioned and resulted in a fire. When enough evidence is present, product recalls are often an outcome.

### **Training Office Update**

The Training Office updates are as listed below:

- RFR will be piloting and a testing point for a Work Safe BC program for a lifting device to prevent back injury: The lifting device is currently located at Fire Hall 1. Training for the device is now complete on all shifts.
- Six Officer Pool members attended an in-house two day course on Emergency Scene Management. The practical portion of the Officer Pool program was combined with the recruit Live Fire training in Langley. This dual training allows for a realistic application of knowledge for the Officer Pool members and gives the recruit Firefighters exposure to live fire under the safest conditions possible. The course was well received by the Officer Pool members and is a valuable asset for the program.
- 14 new recruits started employment on January 6, 2014. This first month for the recruits consisted of the following activities including a welcome and presentations by divisions within RFR, the City of Richmond and the Local 1286 Union. The new recruits have also been provided training in Water Works presentation: half day theory and practical application of hydrant types and water system; Personal Protective Equipment (gear), half day theory on construction, use, maintenance and care of their first line of defence against contaminants; radios: half day theory and practical use of radios; Small Engines: one day theory and practical of use of all small engine equipment along with the care and basic maintenance; SCBAs: 2-day course on the care, basic maintenance and the use of our Self Contained Breathing Apparatus.

These programs and presentations are a vital part of our Recruit Firefighter success. The information and exposure to the subject matter helps to ensure success of the recruits when they transition to shift duty with the suppression crews.

### Education

Our goal is to reduce the loss of life, injuries and property through education and prevention.

RFR conducts annual educational and awareness campaigns based on community risk. The education messaging associated with Richmond's fire types is as follows:

- The removal of accumulated combustible materials around structures such as dead vegetation or stored materials is an annual Spring Cleaning Safety campaign will be delivered in the months of March and May.
- Kitchen fires are the primary cause of fires in Richmond. RFR, throughout the year, distribute kitchen fire safety information at all public education events and activities attended. RFR continues to monitor Richmond's emergency response statistics and focuses its education campaigns and materials to align with the community risk. The formal Burn Awareness week campaign is conducted in February.
- RFR promotes fire extinguisher training and offers upon request classes on how to use a fire extinguisher throughout the year. Individuals are encouraged to take responsibility for their safety. In the case of a January multi-family fire, individuals were able to safely extinguish the fire before it was able to take hold and grow.

- Information advising the public on when and how to call 9-1-1 is posted on the City's website and on various educational materials at RFR and E-Comm. Helping the public understand when and how to effectively place a 9-1-1 call helps emergency responders minimize the loss of life and in the case of fire, property.
- In January crews assisted BCAS with patient care for a struck pedestrian with a severe head trauma. RFR continues to work with the RCMP, other City agencies and community partners to advance pedestrian safety. The Pedestrian Campaign is scheduled being revised and will run in the spring.

In January our safety message focussed on Pedestrian Safety and the dangers of Distracted Driving.

RFR participates in events and activities for public education and community bridge building purposes. During January 2014 the following was noted:

- 23 car seat inspections were conducted to keep children safe while travelling in the motor vehicle. Fire staffs were able to talk with the parent/guardians and answer their questions. This provided an opportunity to see firefighters in a positive, non-emergency circumstance.
- Pumper visits were made to the *Moonbeams Pre-School* and *St. Paul's School Kindergarten*. Fire crews were able to provide the approximately 25 preschoolers with safety messages in Stop, Drop and Roll and 9-1-1- How to Use the Telephone. Approximately 31 kindergarten students were provided with safety messages in Home Fire Drills, Smoke Alarms and Emergency Situation Identification. Each of these visits provided an opportunity to see a firefighter in a positive, non-emergency circumstance and provide safety messaging.
- Educational workshops were provided for the *Richmond Rental Connect-Building Successful Tenant-Landlord Relations* and a *Career Crawl* for William Bridge Elementary School. The training provides an opportunity for the Community Relations Officer and Fire & Life Safety Educator to provide first-hand knowledge, education and training to groups of individuals within the community in Fire Safety and Fire Extinguisher training.
- The Local 1286 Firefighters Union organized the *Annual Tree Chip Event* at Garry Point Park and South Arm Community Centre. This provided the community an opportunity to dispose of their Christmas trees and interact with the firefighters in a positive non-emergency environment. Children were given candy with the 'Stop, Drop and Roll' safety messages.

### Emergency Response

Our goal is to respond quickly and minimize loss of life and property.

There were 28 fires in January 2014. Fire losses during the month are estimated at \$305,040. This total includes \$247,975 for building loss and \$57,065 for content loss. The total building and content value at risk was estimated to be \$85,691,950, and the total value preserved was \$85,386,910. These numbers translate to 99% of value protected (see Figure 1 below).

Figure 1:

<b>Fire Calls By Type and Loss Estimates – January</b>						
<b>Incident Type Breakdown</b>	<b>Call Volume</b>	<b>Estimated Building Value \$</b>	<b>Estimated Building Loss \$</b>	<b>Estimated Content Value \$</b>	<b>Estimated Content Loss \$</b>	<b>Estimated Total Value Preserved \$</b>
Residential:						
- Single-family	5	13,255,200	80,000	5,529,600	42,520	18,662,280
- Multi-family	8	13,400,000	97,925	794,600	13,545	14,083,130
Commercial/Industrial	3	32,647,000	40,000	20,010,000	1,000	52,616,000
Fire – Outdoor	7	50	50	-	-	-
Vehicle	5	55,000	30,000	-	-	25,500
<b>Totals*</b>	<b>28</b>	<b>59,357,750</b>	<b>247,975</b>	<b>26,334,200</b>	<b>57,065</b>	<b>85,386,910</b>

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

Fire crews minimized loss and limited the fire to the place of origin in notable January incidents:

- RFR responded to a house fire at Mellis Drive. Units arrived to a fire in the kitchen area of the two story suited home. There were 10 occupants home at the time who fortunately suffered only minor smoke inhalation, which was treated at scene. Quick actions by RFR crews stopped further spread of fire. Emergency Social Services provided the tenants assistance and the building owner found shelter with local family.
- Other fire incidents during January included: a vehicle fire on McCartney Way; a fire in the women's washrooms located on Granville Avenue; two separate incidents of stove fires on Moffat Road and Gilbert Road and a space heater fire located on Steveston Highway
- There were several rubbish fires incident responses during January, located at: Ackroyd Road, Demorest Drive, Ash Street, and two incidents at Grant McConachie Way.

A summary of 9-1-1 emergency response statistics is found in Attachment 1, Tables 2 and 3.

The location of January's fire, medical and MVI calls are depicted in Attachment 2.

RFR crews responded to a suspected overdose incident on Granville Avenue, crews assisted with the treatment and observation of the patient until the arrival of BCAS and RCMP.

During January RFR crews responded to several medical assault related incidents, including:

- A fatal self inflicted stab wound to the chest located on Lansdowne Road;
- An assault with a pellet gun to a female located on Deagle Road;
- An assault of a man on a boat located on River Road;
- A stabbing of a man in the chest on Deerfield Crescent, the man also had his vehicle stolen;
- An assault on Steveston Highway. Arriving crews were met by RCMP on scene and were directed to a male victim located in a vehicle. The victim had severe stab wounds and crews attempted to provide CPR. The victim was pronounced dead by BCAS, an RCMP investigation continues;
- RFR and RCMP responded to the assault of a child on Francis Road. The child was transported to Richmond General Hospital for assessment by a doctor; and
- RFR responded to an assault on Eckersley Road. RCMP members were on scene upon arrival a male victim had been severely beaten and was suffering from multiple stab wounds, the patient was transported to hospital for further care.

RFR crews attended to a worker who had fallen at a construction site on Alder Street. The man was working with trusses on the 3rd floor of an outside wall and lost his balance. He suffered head, hip and back injuries. RFR used technical rescue techniques to load the patient into a basket stretcher and through an exterior window onto the aerial ladder, where he was lowered to the awaiting ambulance.

RFR attended with BCAS and Coast Guard for a person that had jumped off the No 2 Road Bridge. Coast Guard managed to recover the patient and RFR crews assisted with the patient transfer to BCAS at the Hovercraft Base.

RFR crews responded to multiple Motor Vehicle incident calls, including:

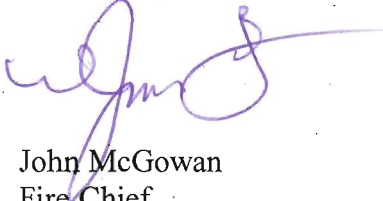
- Crews attended an MVI involving two unmarked Vancouver City Police cars on Bennett road. No persons were injured;
- On Highway 99 crews responded to a rollover car, which reportedly was fleeing the scene of a separate incident. Crews provided patient care to the people located inside the turned over vehicle. It was reported that the driver had fled the scene. RCMP also attended the event; and
- Crews responded to an incident of multiple vehicles involved in an MVI located on the Arthur Laing Bridge. Of the total of twelve vehicles involved there were no serious injuries reported. RFR crews provided on scene management and patient care.

### **Financial Impact**

None.

## Conclusion

Our service delivery model is prevention focussed and based on the belief that prevention, education and emergency response activities must be well established and integrated to have a positive impact on community safety. We believe *safety is everyone's responsibility*.



John McGowan  
Fire Chief  
(604-303-2734)

JM:js

Att. 1: Suppression Activity

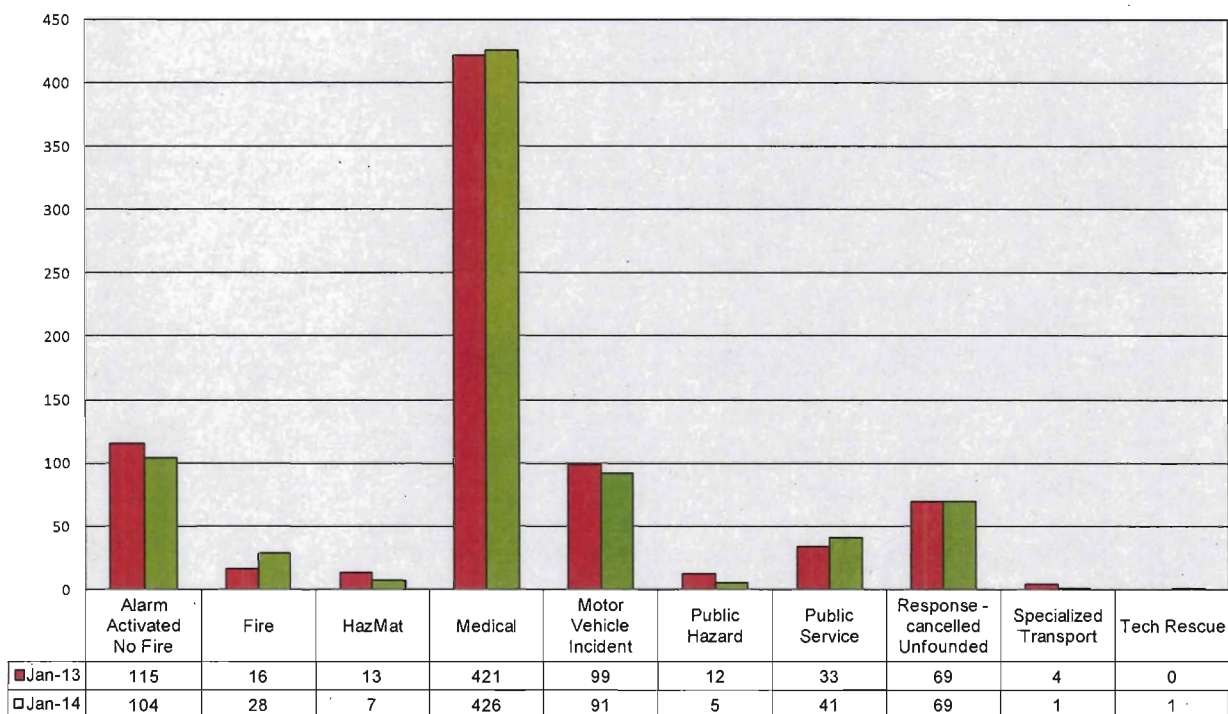
Att. 2: Location of January's Fire, Medical and MVI calls

## Suppression Activity

The following chart provides a month to month comparison regarding incidents occurring in January 2013 and 2014. In January 2014, there were a total of 773 incidents, compared to 782 in January 2013. This represents a decrease of 1.2%. The majority of the decreases were attributed to reduced alarm activated/no fire call types. Calls of this nature are being monitored through the False Alarm Program.

**Table 1**

**January 2013 & 2014 Calls for Service Volumes**



**Call Type Legend:**

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

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

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

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

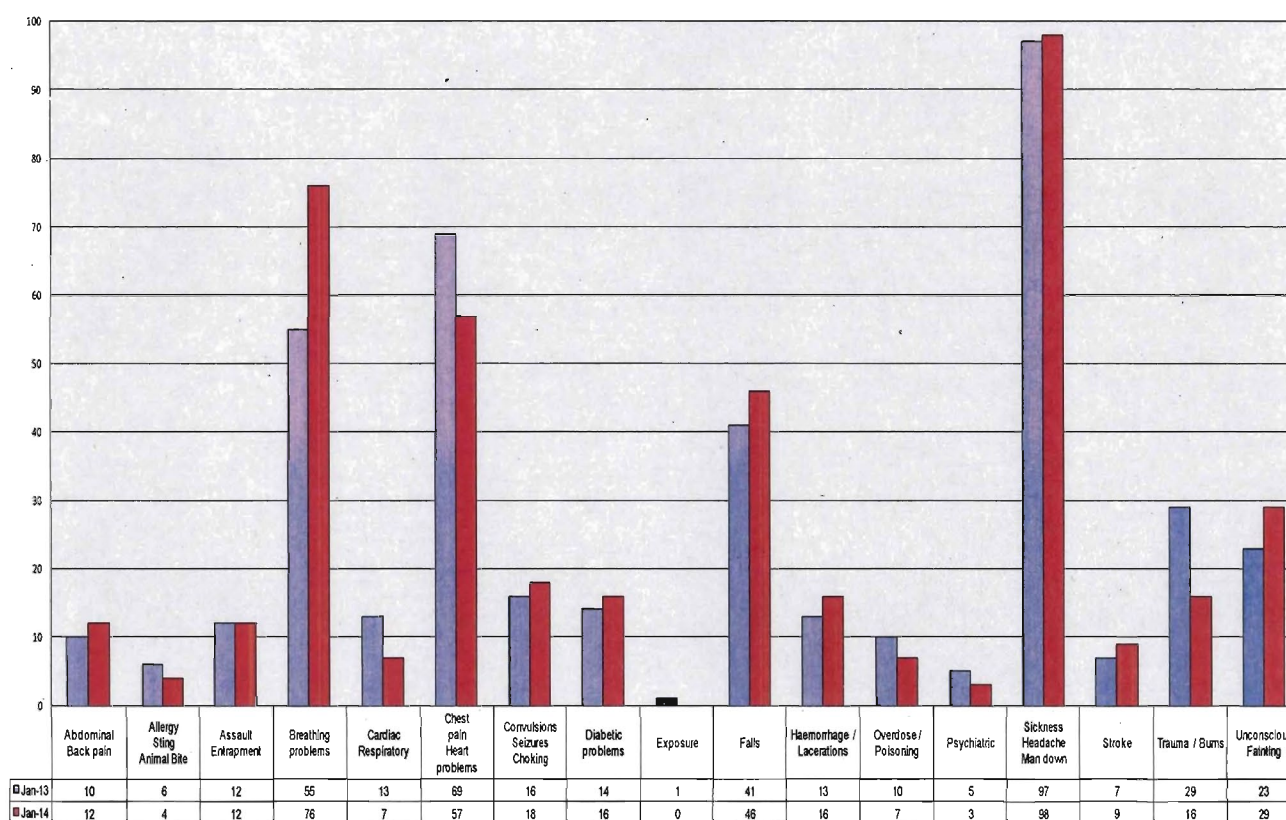


## First Responder Totals

Medical First Responder incidents comprised 55.1% of the total emergency responses for RFR during the month of January. A detailed breakdown of the medical incidents for January 2013 and 2014 is set out in the following table by sub-type. There were a total of 426 medical incidents in January 2014 compared to 421 January 2013 an increase of 1.2%. Increases in medical incidents of breathing problems could be a result of colder weather during the month of January.

**Table 2**

January 2013 & 2014 Medical Calls by Type



**Table 3.**

The fire investigation statistics for January 2014 are listed below:

<b>Total Fire Investigation Statistics – January</b>			
	<b>Suspicious</b>	<b>Accidental</b>	<b>Undetermined</b>
Residential - Single-family	2	3	0
Residential - Multi-family	0	7	1
Commercial/Industrial	0	2	1
Fire – Outdoor	2	3	2
Vehicle	2	3	0
<b>Totals</b>	<b>6</b>	<b>18</b>	<b>4</b>

All suspicious fires are reported to the RCMP, and Richmond Fire-Rescue Investigators work in conjunction with staff at the RCMP to address any risks to the community.

**Table 4.**

<b>HazMat Calls By Type – January</b>	
	<b>Details</b>
Corrosive	1
Natural Gas / Propane Leaks (small)	4
Misc. (empty containers to unknown powder)	2
<b>Totals</b>	<b>7</b>



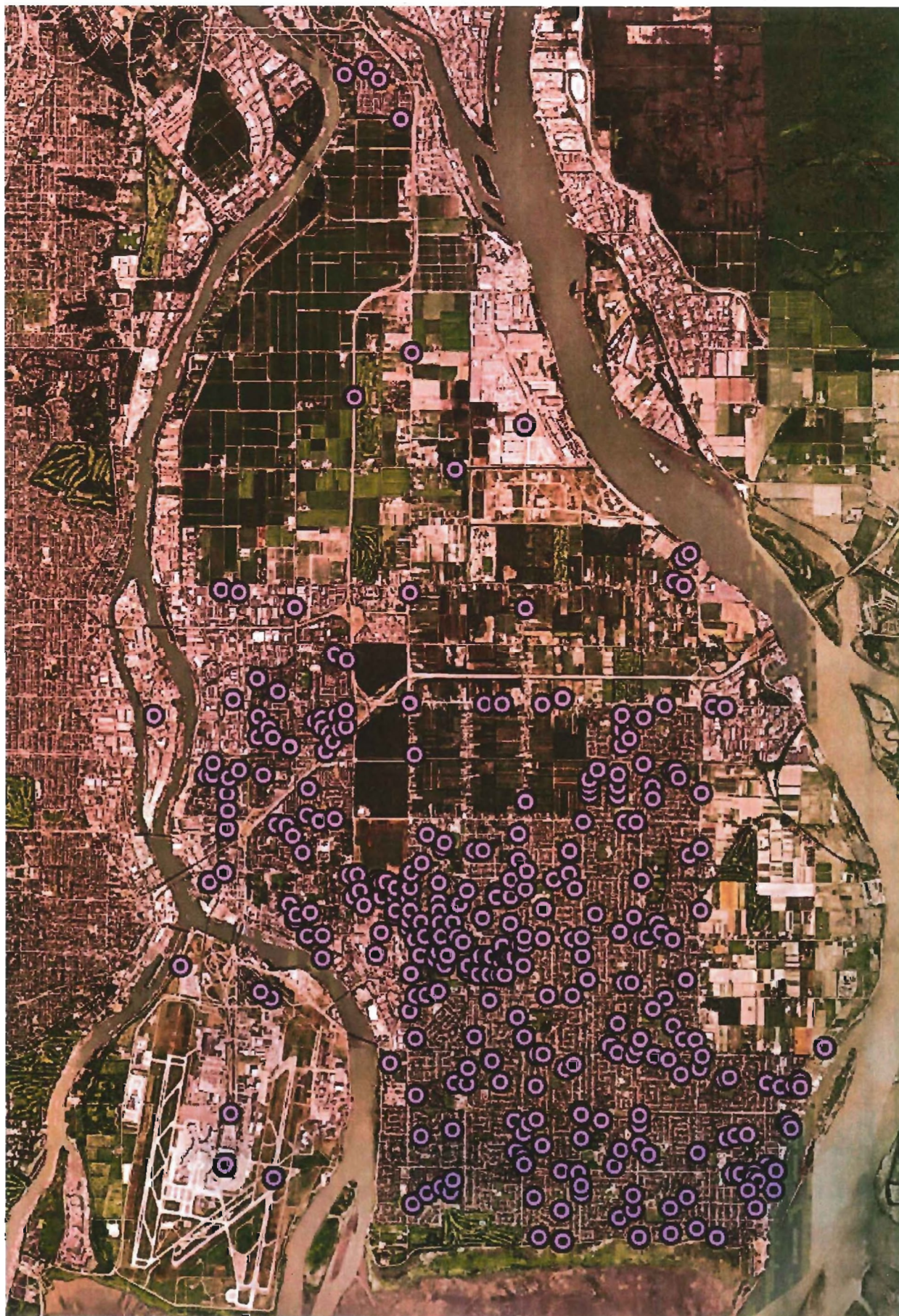
Location of January's fires (total 28)



CS - 39



Location of January's medical calls (total 426)





Location of January's MVI calls (total 91)







# City of Richmond

## Report to Committee

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<b>To:</b>	Community Safety Committee	<b>Date:</b>	February 28, 2014
<b>From:</b>	Phyllis L. Carlyle General Manager, Law & Community Safety	<b>File:</b>	12-8060-01/2014-Vol 01
<b>Re:</b>	<b>Community Bylaws – January 2014 Activity Report</b>		

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### Staff Recommendation

That the staff report titled Community Bylaws – January 2014 Activity Report dated February 28, 2014, from the General Manager, Law & Community Safety be received for information.

Phyllis L. Carlyle  
General Manager  
(604-276-4104)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Property Use
2. Grease Management Program
3. Parking Program
4. Adjudication Program
5. Animal Control
6. Revenue & Expenses

This report supports Council's Term Goal #1:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

#### 1. Property Use

##### Customer Service Response

An average of 14 daily calls for service was fielded by administration staff in January 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 55% compared to the number of calls fielded in December 2013 and is a decrease of 28.6% when compared to the number of calls reported in January 2013.

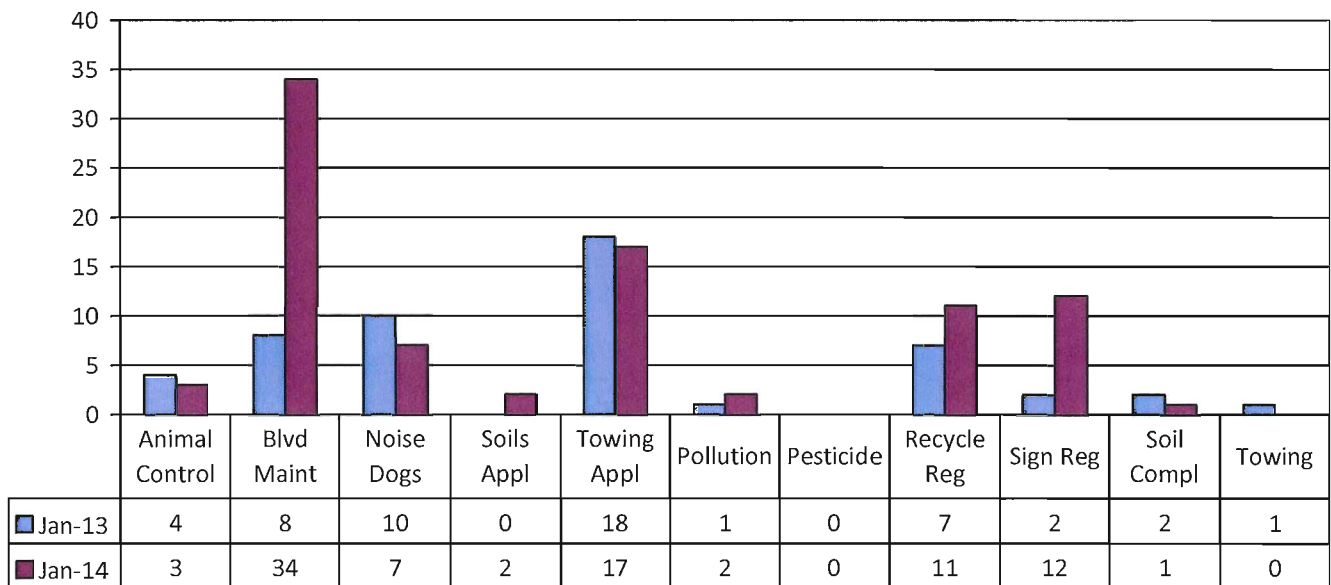
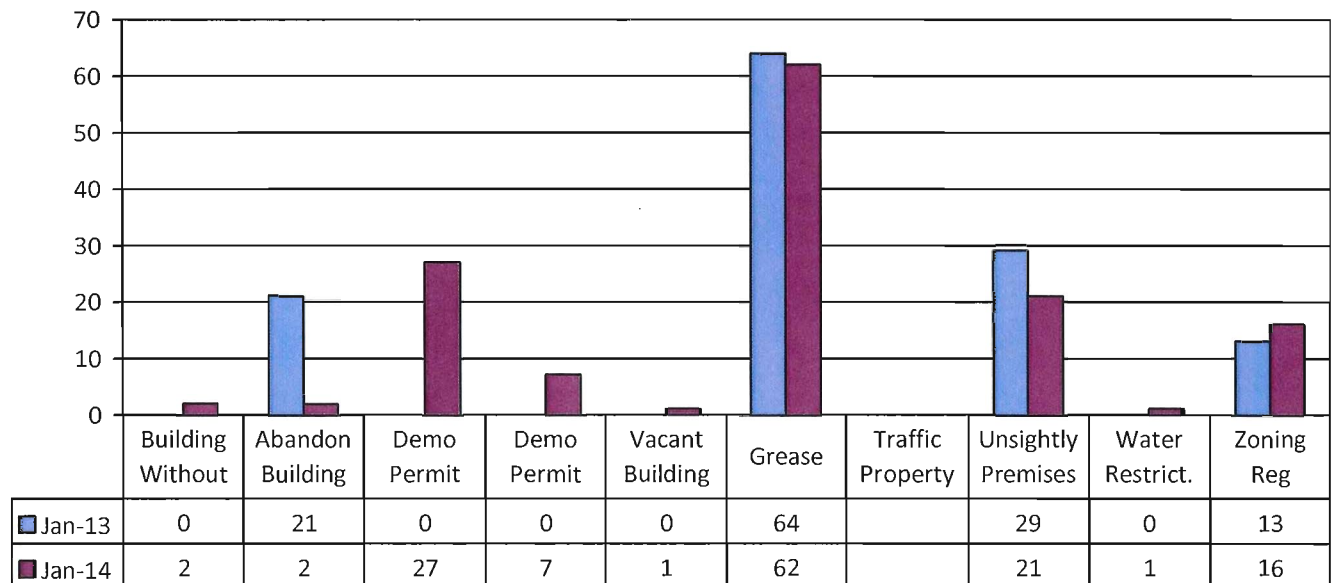
##### Enforcement Activity

Property use officers managed 170 new investigational files during the month of January 2014 which is an increase of approximately 42% when compared to January 2013. This increase is primarily attributed to the number of boulevard maintenance contraventions reported in January 2014. There were 34 incidents of this nature reported this month compared to 8 incidents that were reported in January 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 32 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

There was no soil complaints reported during the month of January 2014.

Figures 1a and 1b provide a comparison of Property Use service demand by type during January 2014 and the same period last year.

**Figure 1a: Service Demand Comparison (Public)****Figure 1b: Service Demand Comparison (Private)**



## 2. Grease Management Program

The Grease Management inspector conducted 63 regulatory visits to 62 food sector establishments during January 2014, resulting in six by-law violations with three of these infractions amended to a warning.

## 3. Parking Program

### Customer Service Response

An average of 26 daily calls for service was fielded by administration staff in January 2014. This activity represents an increase of approximately 36% compared to December 2013, and a decrease of 52% when compared to the number of calls reported in January 2013.

### Enforcement Activity

A total of 2,924 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of January 2014. This is a decrease of approximately 8.8% compared to the number of violations issued in January 2013.

During the month of January 2014, 324 violations were changed to a warning, which represents approximately 11.08% of the tickets issued during January 2014. The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a)	Identity issues	18	5.56 %
Section 2.1 (b)	Exception in Bylaw	3	0.93%
Section 2.1 (c)	Poor likelihood of success at adjudication	1	0.30%
Section 2.1(d)	Contravention necessary / health related	0	0%
Section 2.1 (e)	Multiple violations issued for one incident	21	6.48%
Section 2.1 (f)	Not in the public interest	50	15.43%
Section 2.1 (g)	Proven effort to comply	177	54.63%
—	Administrative Entries	47	14.51%
—	Warnings	7	2.16%

### Program Highlights

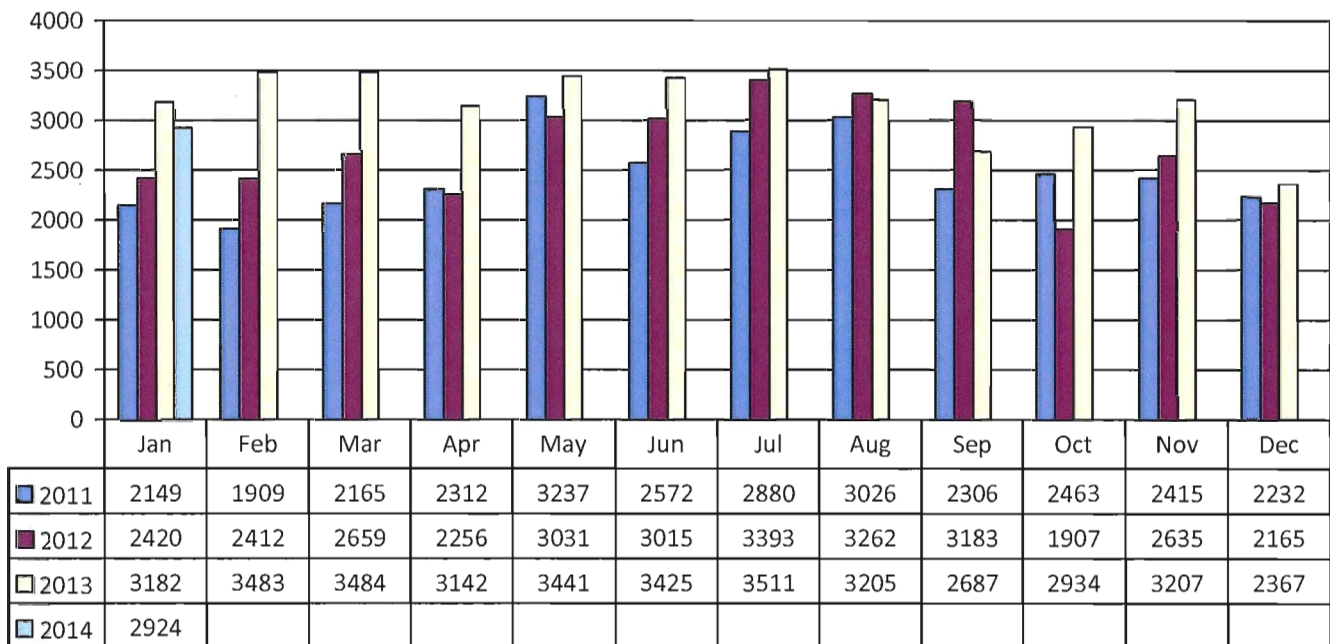
Meter vandalism decreased during January 2014 and was down to a single occurrence as a result of an RCMP arrest in December 2013. Meter malfunctions continue to be a challenge due to the age of our equipment resulting in nine service calls for the month. Total cost of repairs to meters for January 2014 was approximately \$4,700.

Ticketing activity for January 2014 was down slightly in comparison to January 2013. Previous monthly reports indicated that procedural officer deployment changes, implemented in January 2013, were responsible for significant increases to the number of parking violations that were

issued. Enforcement activity in the past year has coincided with the development of a more diligent motoring public that clearly remains cognizant of City parking regulations. This development was expected and may result in lower ticket violation levels in the future. A decrease in illegally parked vehicles should benefit residents via a decrease in traffic congestion, especially in some of our busier businesses communities.

Figure 2 is a month-to-month comparison reflecting the number of violations issued for the years 2011, 2012, 2013 and 2014:

**Figure 2: Parking Violations Issued**



#### 4. Adjudication Program

A total of eight adjudication cases were scheduled for January 28, 2014, resulting in four violations upheld and four violations were dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

#### 5. Animal Control

Community Bylaws issued 112 new dog licences during January 2014, representing a decrease of 7% when compared to the number of new dog licences issued in January 2013. As of January 31, 2014, there were 2,878 dogs licensed in Richmond. This total includes 31 dangerous dog license registrations.

Animal Control officers responded to two dog bite incidents resulting in two dangerous dog investigations and six violation tickets being issued.

## 6. Revenue & Expenses

The following information is a month-by-month analysis of January 2014 compared to January 2013.

### Consolidated Parking Program

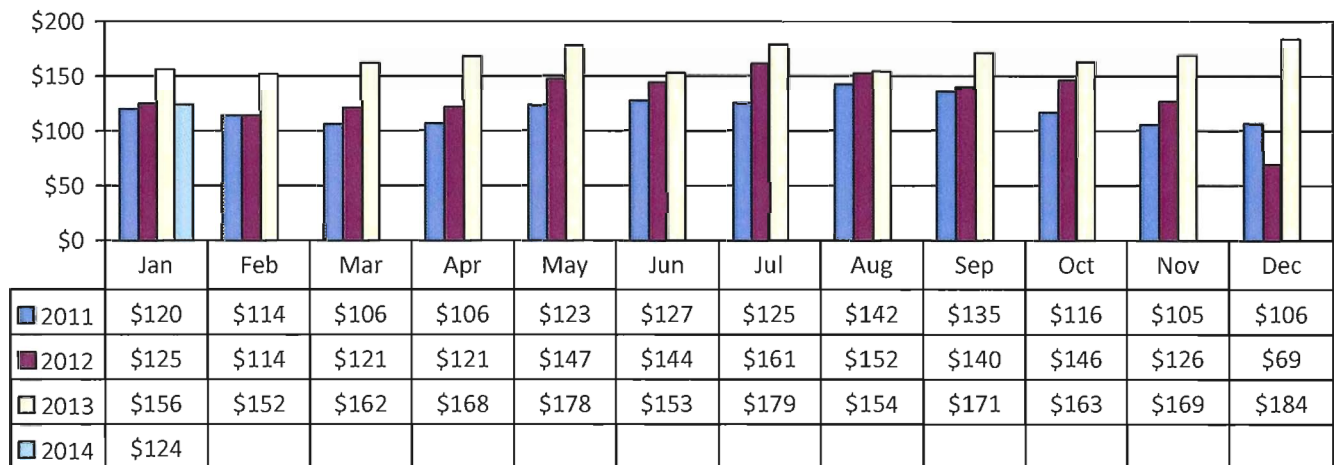
The total of meter, monthly permit and enforcement revenue decreased by 20.6% over the same period last year to \$124,043 in January 2014 from \$156,245 in January 2013. Figure 3 provides a consolidated revenue comparison with previous years:

Meter revenue decreased by 65.7% over the same period last year to \$13,622 in January 2014 from \$39,718 in January 2013.

Permit revenue decreased by 40.4% over the same period last year to \$15,452 in January 2014 from \$25,906 in January 2013.


Enforcement Revenue increased by 4.8% over the same period last year to \$94,968 in January 2014 from \$90,620 in January 2013.

**Figure 3: Consolidated Parking Revenue (000's)**



### Conclusion

Community Bylaws staff continue to strive to maintain the quality of life and safety of the residents of the City of Richmond through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.

  
 Edward Warzel  
 Manager, Community Bylaws  
 (604-247-4601)



# City of Richmond

## Report to Committee

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<b>To:</b>	Community Safety Committee	<b>Date:</b>	February 28, 2014
<b>From:</b>	Rendall Nasset Officer In Charge, Richmond RCMP Detachment	<b>File:</b>	09-5000-01/2013-Vol 01 (14.7)
<b>Re:</b>	<b>RCMP's Monthly Report – January 2014 Activities</b>		

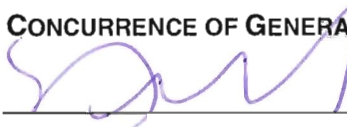

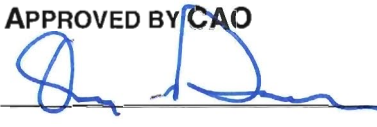
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### Staff Recommendation

That the report titled "RCMP's Monthly Report – January 2014 Activities" (dated February 28, 2014, from the Officer in Charge, Richmond RCMP) be received for information.

(Rendall Nasset) Superintendent  
Officer In Charge, Richmond RCMP Detachment  
(604-278-1212)

ATT: 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	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 community of Richmond.

This report supports Council's Term Goal #1:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

Below is the RCMP's Monthly Report regarding January 2014 activities.

#### Noteworthy Files and Activities:

##### ***Hit and Run / Stabbing***

On January 6, 2014 Richmond RCMP officers came across a two vehicle collision in the area of Highway 91 and Highway 99. The three occupants, who sustained minor injuries, of the first vehicle reported that they had been hit by another vehicle while on the highway. Police located the second vehicle involved at the scene but the driver was not present.

At the same time that this investigation was going on, Richmond RCMP officers were dispatched to a nearby residence where a resident had been stabbed after answering his door. The investigation revealed that a suspect had stabbed the resident multiple times before stealing his vehicle and leaving the scene. The injured resident remains in serious but stable condition in the hospital.

It is believed that these two incidents are linked and are currently being investigated by Richmond Serious Crimes investigators.

##### ***Attempted Robbery***

On January 16, 2014 three men were charged after an attempted robbery on the 6800 block of Eckersley Road. Police went to the address after reports that a male was beaten and suspects were seen fleeing in a white vehicle. Police found one injured male who was taken to hospital and subsequently released. The vehicle was found by Vancouver Police with the males inside and they were arrested. The three suspects are now facing charges of Robbery, Assault and Attempted Kidnapping.

##### ***Attempted Abduction***

Richmond RCMP is investigating an attempted abduction. At approximately 6:45am on January 27, 2014 the victim was walking eastbound in the 5600 block of Blundell Road towards No. 2 Road. The victim was grabbed from behind by someone that she believes to be male. The victim struggled and was able to escape. The suspect ran westbound on Blundell Road and then

southbound on Clifton Road. Due to fog and poor weather conditions, the suspect was never found.

### Auxiliary Constables

The mandate of Richmond's Auxiliary Constables is to support community police activities relating to public safety and crime prevention within the City of Richmond. The primary focus of Richmond's Auxiliary Constables is to work at community and special events, provide traffic control, and participate in crime prevention programs.

An Annual Report for the 2013 Richmond RCMP Detachment Auxiliary Constable Program is attached as Appendix "C".

### Community Policing

#### ***Highlights***

The City Center Community Police Station received two referrals from the City of Richmond's Transportation division to conduct Speed Watch at McLean Avenue and Westminster Highway as they were getting complaints from local residents. The Speed Watch shifts were conducted on January 8, 10 and 15, 2014 and in total, 325 drivers were caught speeding and sent the affiliated letter informing the drivers of this fact.

The community police stations got together and set up a table at the Brighthouse Library on Sunday January 19, 2014 promoting Pedestrian Safety. The display attracted 144 people and they were informed about being a safe pedestrian and given hand outs to take home.

#### ***Block Watch***

There were 424 letters sent to victims and their neighbours, informing them that a residential break and enter had occurred in their neighbourhood, and encouraging residents to start a Block Watch group. Similarly, 18 Business Link letters were sent to Richmond businesses that experienced a break and enter during this period. Both residential and Business Link break and enter letters offer crime prevention tips and direct Richmond residents and business owners to the crime prevention web pages and encourage them to register for the email alerts.

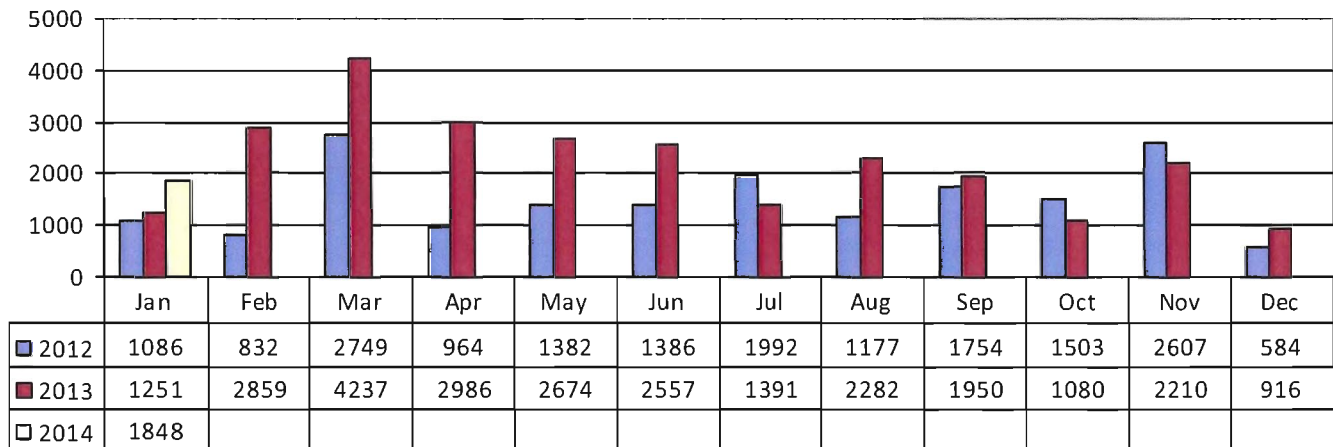
There were 94 residential and 24 business break and enter email alerts sent this period to registered Richmond residents and businesses respectively. These emails inform home and business owners that a break and enter has occurred, provides crime prevention information and directs residents and business owners to the crime prevention web pages.

#### ***Richmond Detachment Stolen Auto Recovery and Lock Out Auto Crime Statistics***

Notices supplied by ICBC are issued by a community volunteer and left on every car in a local parking lot. The notice will have the Community Police Station name, crime prevention tips, location and date written on it as well as a list of questions that have been checked "yes" or "no".

Figure 1 provides a comparison by year for vehicles viewed or issued a notice.

**Figure 1: Richmond Detachment Stolen Auto Recovery/Lock Out Auto Crime  
Vehicles Viewed/Issued a Notice**



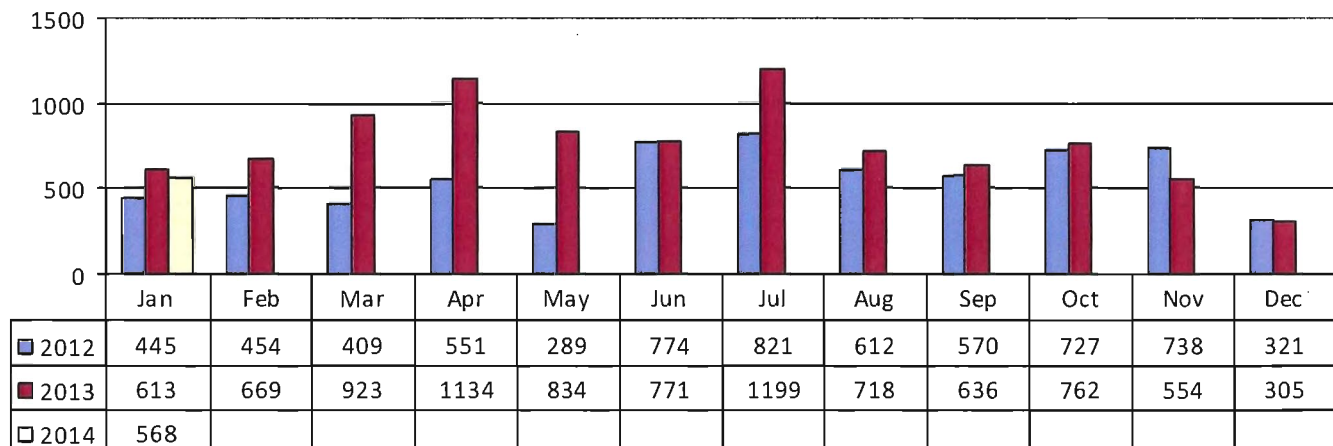
Example questions:

- Does the vehicle have an anti-theft device? (e.g: alarm, immobilizer or steering wheel lock)
- Are there any personal belongings in plain view?
- Is the vehicle locked?
- Have all suitable steps been taken to prevent auto crime?

#### ***Richmond Detachment Speed Watch Statistics***

Speed Watch promotes safe driving habits by alerting drivers of their speed in school zones and on roadways. Trained volunteers are equipped with radar and a speed watch reader board that gives driver's instant feedback regarding their speed. Once the volunteers record the licence plate number and the speed, a letter is sent to the registered owner of the driving infraction, including, date, time, location and what the penalties would be if the driver had received a violation ticket. Figure 2 provides a comparison by year for the number of letters sent.

**Figure 2: Richmond Detachment Speed Watch  
Vehicles Viewed with Letters Sent**



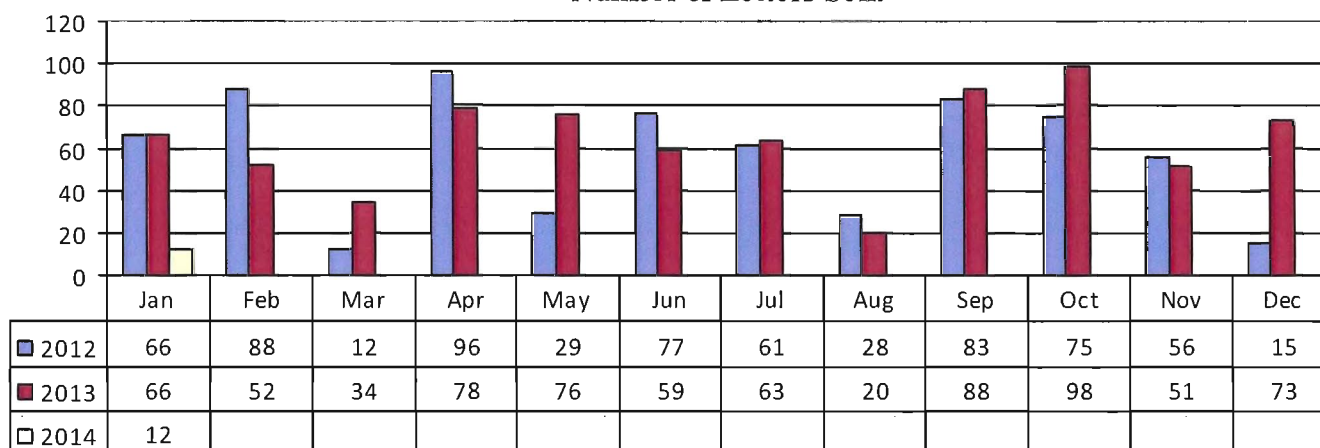


On average there has been an increase in the number of vehicles viewed, therefore an increase in the number of letters sent out regarding speeding.

### ***Richmond Detachment Distracted Drivers Statistics***

While volunteers are out doing bike/foot patrols or on Speed Watch duty, they note drivers that are on their cell phones; talking or texting, using electronic devices, reading a newspaper or putting on makeup. The registered owner of the vehicle is then sent a letter with the date, time and location. Also included in the letter is the type of driving infraction and amount of the fine had the driver received a violation ticket. Figure 3 provides a comparison by year for the number of letters sent.

**Figure 3: Richmond Detachment Distracted Drivers  
Number of Letters Sent**



### ***Community Police Volunteer Bike and Foot Patrol Program***

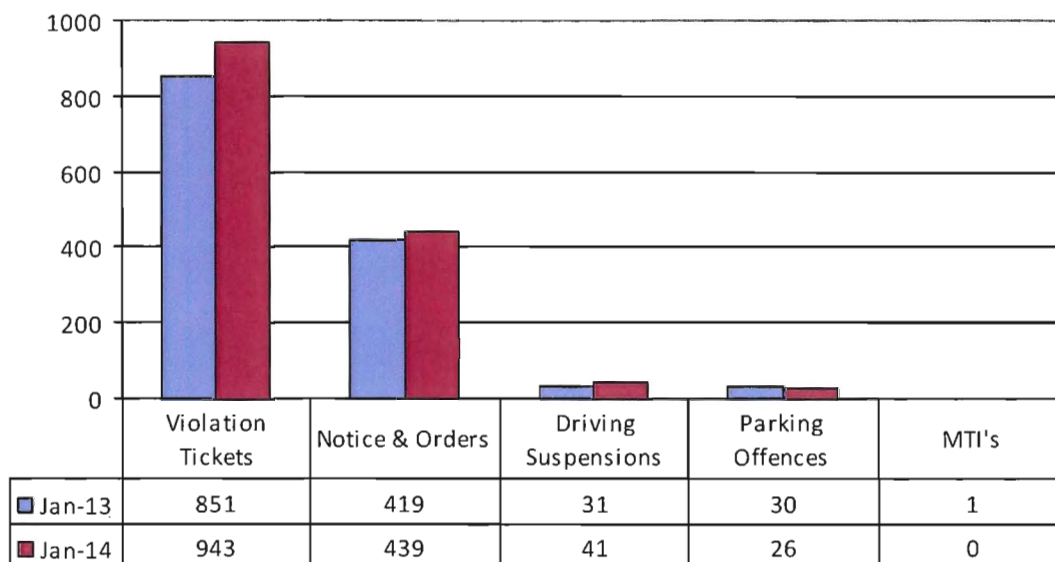
In January 2014, there were 10 bike patrols totalling 71 hours as well as five foot/van patrols totalling 45 hours. The volunteers assisted the general public with directions and general questions, witnessed minor vehicle collisions and offered assistance, reminded jaywalkers to use the crosswalks, noted any distracted drivers and used palm pilots to run licence plates to see if any vehicles were stolen. They visited local parks and schools making sure that everything was secure and looked for possible grow ops and abandoned houses.

### **Road Safety Unit**

#### ***Road Safety Unit Service Demand – Month to Month Comparison***

Figure 4 compares the Road Safety Unit tickets and categorized them by type for the month of January 2013 and January 2014. In January, 2013 there were a total of 1,332 tickets compared to January, 2014 which had a total of 1,449, an increase of 8.8%. This increase is due to more traffic members being available to conduct those particular duties as they weren't focused on any fatalities, which takes up a lot of the Road Safety Unit's resources.



**Figure 4: Service Demand Month-to-Month Comparison**

### Victim Services

From January 1, 2014 to January 31, 2014, Richmond RCMP Victim Services provided services to 43 new clients, attended 14 crime and trauma scenes in addition to the active caseload of 144 ongoing files. Victim Services responded to a number of medical related sudden deaths and suicides. Victim Services also provided assistance to the families and friends of two different murder investigations, as well as a home invasion and a drive-by shooting.

### Crime Statistics

Crime Stats – see Appendix “A”

Crime Maps – see Appendix “B”

### **Financial Impact**

There is no financial impact associated with this report.

### **Conclusion**

For the month of January 2014, policing in Richmond had been fairly busy for the Serious Crime Unit as there were two murders and a drive-by shooting. However; in general January has been relatively quiet and there have been no pedestrian fatalities, which is extremely positive.

Lainie Goddard  
Manager, RCMP Administration  
(604-207-4767)

Appendix A: Crime Statistics

Appendix B: Crime Maps



## JANUARY 2014 STATISTICS

This chart identifies the monthly totals for all founded Criminal Code offences, excluding Traffic Criminal Code. 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 offences are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) offences are included.

The Average Range data is based on activity in a single month over the past 5 years. If the current monthly total for an offence is above average, it will be noted in **red**, while below-average numbers will be noted in blue.

Year-to-Date percentage increases of more than 10% are marked in **red**, while decreases of more than 10% are blue. Please note that percentage changes are inflated in categories with small numbers (e.g.: Sexual Offences).

	CURRENT MONTH	5-YR AVERAGE	5-YR AVERAGE RANGE	YEAR-TO-DATE TOTALS			
	Jan-14	January		2013	2014	% Change	Change in # of Offences
<b>VIOLENT CRIME</b> (UCR 1000-Series Offences)	<b>107</b>	<b>131</b>	<b>117-144</b>	<b>115</b>	<b>107</b>	<b>-7.0%</b>	<b>-8</b>
<i>Robbery</i>	11	12	3-21	11	11	<b>0.0%</b>	0
<i>Assault</i>	34	40	34-46	30	34	<b>13.3%</b>	4
<i>Assault w/ Weapon</i>	<b>9</b>	13	10-15	15	9	<b>-40.0%</b>	-6
<i>Sexual Offences</i>	<b>2</b>	6	4-8	3	2	<b>-33.3%</b>	-1
<b>PROPERTY CRIME</b> (UCR 2000-Series Offences)	<b>737</b>	<b>705</b>	<b>632-779</b>	<b>698</b>	<b>737</b>	<b>5.6%</b>	<b>39</b>
<i>Business B&amp;E</i>	31	38	26-49	47	31	<b>-34.0%</b>	-16
<i>Residential B&amp;E</i>	91	82	66-99	98	91	<b>-7.1%</b>	-7
<i>MV Theft</i>	25	39	23-55	34	25	<b>-26.5%</b>	-9
<i>Theft From MV</i>	<b>246</b>	192	141-243	153	246	<b>60.8%</b>	93
<i>Theft</i>	<b>116</b>	124	120-129	120	116	<b>-3.3%</b>	-4
<i>Shoplifting</i>	52	62	52-72	78	52	<b>-33.3%</b>	-26
<i>Fraud</i>	46	41	29-54	55	46	<b>-16.4%</b>	-9
<b>OTHER CRIMINAL CODE</b> (UCR 3000-Series Offences)	<b>200</b>	<b>175</b>	<b>152-198</b>	<b>174</b>	<b>200</b>	<b>14.9%</b>	<b>26</b>
<i>Arson - Property</i>	3	3	1-6	0	3	<b>N/C</b>	3
<b>SUBTOTAL</b> (UCR 1000- to 3000-Series)	<b>1044</b>	<b>1011</b>	<b>922-1100</b>	<b>987</b>	<b>1044</b>	<b>5.8%</b>	<b>57</b>
<b>DRUGS</b> (UCR 4000-Series Offences)	<b>63</b>	<b>81</b>	<b>59-102</b>	<b>48</b>	<b>63</b>	<b>31.3%</b>	<b>15</b>

Prepared by Richmond RCMP.

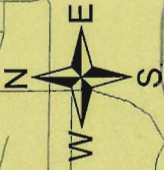
Data collected from PRIME on 2014-02-17. Published 2014-02-19.

This data is operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).



# Business Break & Enters January 1st - January 31st, 2014

Appendix 'B'

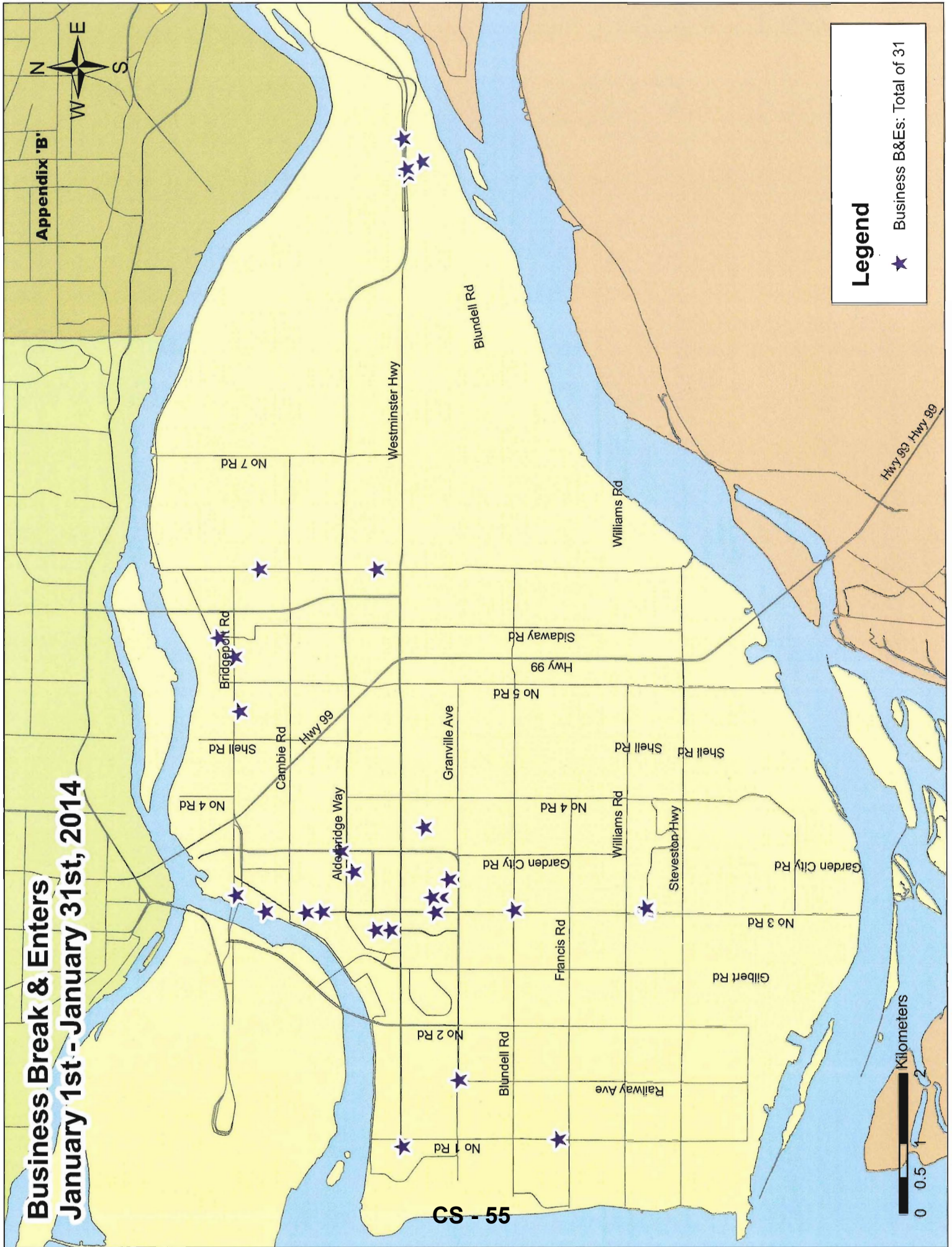


CS - 55

## Legend

- ★ Business B&Es: Total of 31

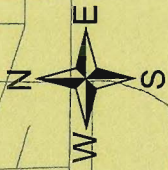
0 0.5 1 2 Kilometers






# Residential Break & Enters January 1st - January 31st, 2014

Appendix 'B'

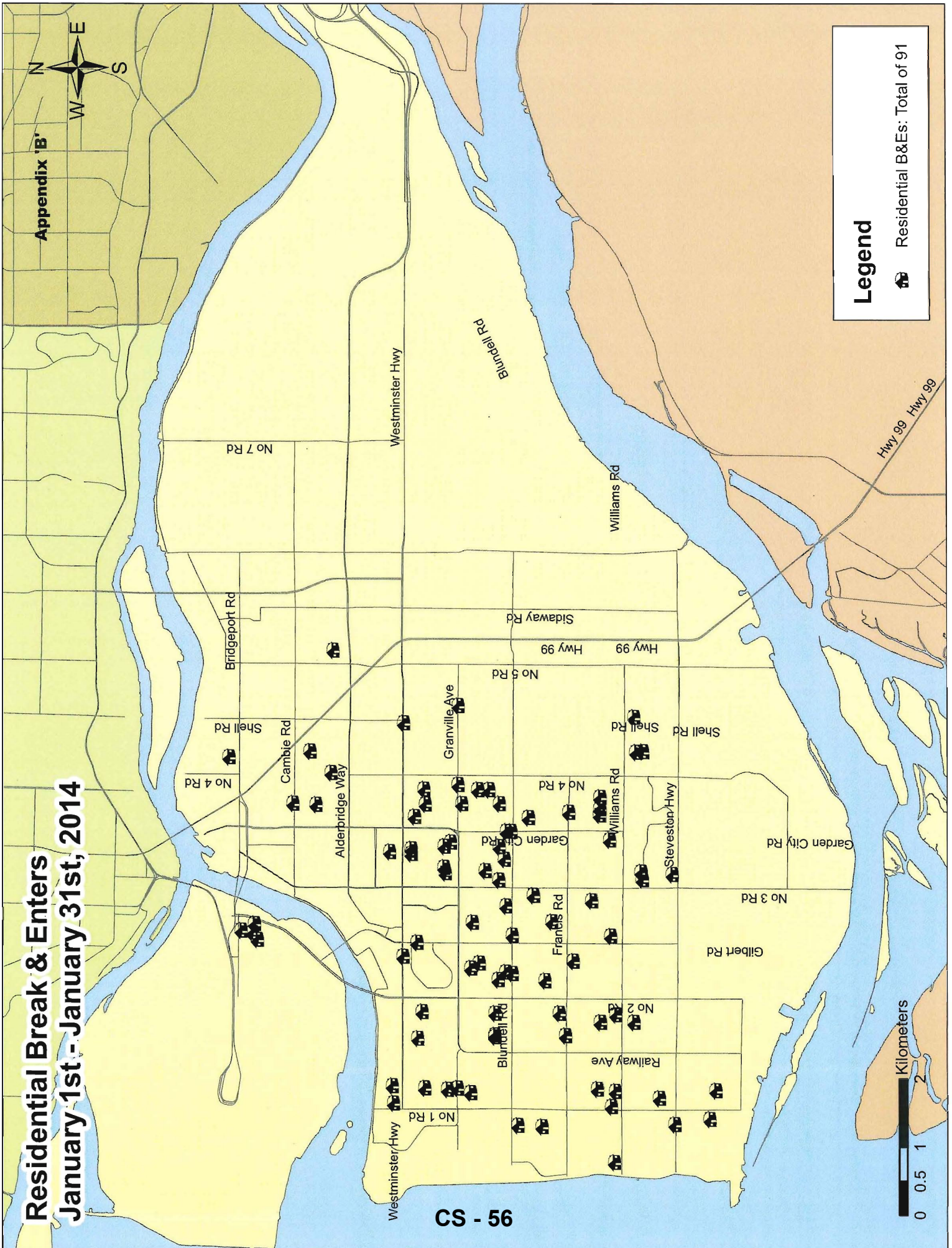


CS - 56

## Legend

 Residential B&Es: Total of 91

 Kilometers  
0 0.5 1 2





# Auto Theft


## January 1st - January 31st, 2014

Appendix 'B'

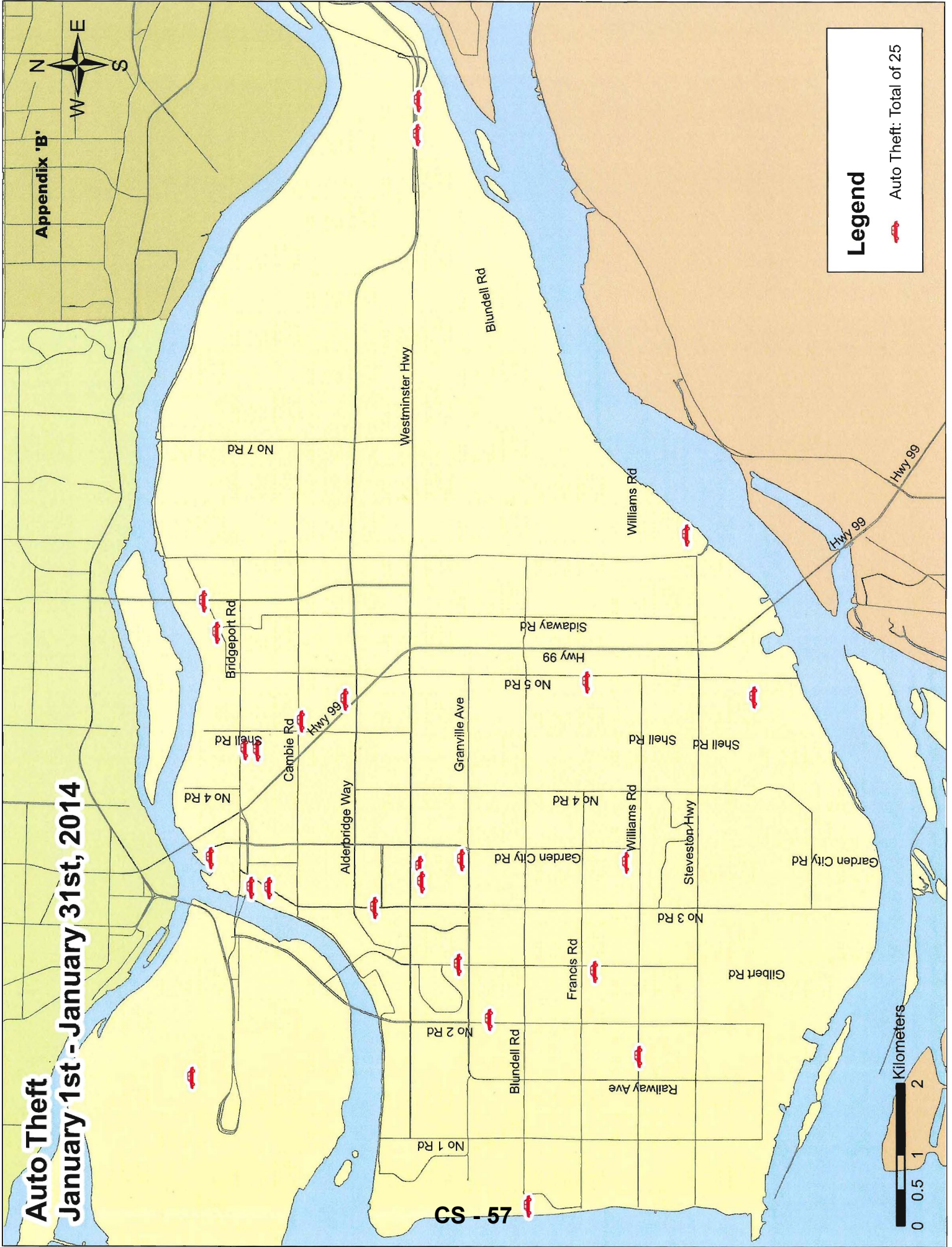


CS - 57

### Legend

 Auto Theft: Total of 25

 Kilometers  
0 0.5 1 2





## Appendix 'B'



- Thefts From Vehicles: Total of 249





# City of Richmond

## Report to Committee

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<b>To:</b>	Community Safety Committee	<b>Date:</b>	January 30, 2014
<b>From:</b>	Rendall Nasset Officer in Charge, Richmond RCMP Detachment	<b>File:</b>	09-5000-01/2014-Vol 01 (14.02)
<b>Re:</b>	<b>2014-2015 RCMP Annual Performance Plan - Community Priorities</b>		

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### Staff Recommendation

That Council identify priorities as listed in the report titled "2014/2015 RCMP Annual Performance Plan-Community Priorities," dated January 30, 2014 from the Officer In Charge, Richmond RCMP, for inclusion in the Richmond Detachment 2014/2015 RCMP Annual Performance Plan.

(Rendall Nasset) Superintendent  
Officer in Charge, Richmond RCMP Detachment  
(604-278-1212)

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

## Staff Report

### Origin

The Officer in Charge of the Richmond Detachment is committed to aligning the RCMP strategic goals with Council's term goals and requests the City's input into the development of the 2014/2015 RCMP fiscal year (April 1, 2014 to March 31, 2015) crime reduction objectives.

These crime reduction objectives are in line with Council's Term Goal;

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities*

### Background

The Annual Performance Plan (APP) delivers planning and performance management to the Richmond Detachment and ensures policing initiatives are aligned with the City and RCMP strategic priorities. The APP allows Detachment Commanders to systematically plan, evaluate and manage police resources and detachment operations. One of the main goals is for Commanders to be able to consult with and provide tangible feedback to, the City, the Commanding Officer of "E" Division RCMP and the Richmond Detachment Leadership Team (DLT).

### Planning

The Richmond DLT consults with Council and City staff to identify opportunities for improved services for the local community. A well thought-out plan has policing objectives aligned to the overarching National, Divisional and City specific needs. Once the objectives have been identified, the Detachment Commander develops policing initiatives that are implemented for the fiscal year. Measurements, targets and integrated risk assessments for the policing initiatives are also developed to monitor the performance and risk management.

### Quarterly Performance Review

Every 90 days, members of Council are updated on the status of the APP. The quarterly report highlights the progression of the objectives and policing initiatives, as well as communicate whether planned activities are on-track. For activities that are not on-track, an assessment is conducted to determine whether alternative responses are required.

### APP Features

The APP is designed to facilitate best management practices for detachment administration. APP provides the foundation to the following strategic planning activities:

- Community, Contract and Aboriginal Policing Services Community Plans
- Risk Management
- Unit Level Quality Assurance
- Performance Management
- Public Security



- Unit Performance Improvement Program

The five national strategic priorities of the RCMP are:

1. Serious and Organized Crime
2. National Security
3. Youth
4. Economic Integrity
5. Aboriginal Communities

City of Richmond Community Objectives

Community engagement is a key and an essential planning component of the APP, which usually takes place between January and March each year. This is completed in preparation for the implementation of the upcoming plan, commencing April 1, 2014. The Community Objectives set out in the APP are to assist the Detachment Commander in addressing community priorities identified through the strategic planning process. This is an opportunity to demonstrate accountability to the communities the RCMP serves.

From the planning process, the Richmond Detachment Strategic Plan identified five local priorities:

1. Youth
2. Community Engagement
3. Property Crime
4. Traffic Safety
5. Organized Crime

The Detachment's long-term strategic goal is to achieve "Safe Homes and Safe Communities." Of the five local priorities identified in the previous year's APP (fiscal year 2013/14 – April 1, 2013 to March 31, 2014) Council selected the following three:

1. Pedestrian Safety
2. Commercial and Residential Break and Enters
3. Personal Theft/Robbery in the Downtown Centre

The top three Community Objectives identified for the 2014/15 Annual Performance Plan are:

1. "Pedestrian Safety (Traffic Safety) – a continued focus on reducing fatalities and severe bodily injuries. While pedestrian deaths as a result of vehicle collisions are unchanged from previous years, personal injury related collisions continues to be significant and the overall focus is to reduce both fatal and personal injury related collisions through education and enforcement";
2. "Break and Enters (Commercial and Residential Property Crime) – Gains through consultative and focused enforcement and a statistical increase over the last year with respect to Residential Break and Enters has been identified. However

continued focus is required to abate property-related crime with respect to thefts from businesses and residences”; and,

3. “Policing and Mental Health (Community Engagement) – Over the last few years there has been a marked increase in the number of police calls for service involving those in our community who suffer from mental illness. Through community engagement, collaboration and partnerships, the Detachment strives to not only reduce the number of police interactions with mentally ill clients and other vulnerable individuals, but also to build a coordinated response in order to make client engagement more effective”.

The Richmond RCMP Detachment practice over the last three years has been that Council select any or all of the above noted Community Objectives for inclusion in the 2014/2015 Annual Performance Plan.

### **Financial Impact**

There is no financial impact associated with this report.

### **Conclusion**

To prepare for the new Annual Performance Plan, the Richmond RCMP Detachment requests input from Council selecting any or all of the following as priorities for inclusion in the 2014/2015 Annual Performance Plan:

1. Pedestrian Safety (Traffic Safety)
2. Break and Enters (Commercial and Residential Property Crime)
3. Policing and Mental Health (Community Engagement)



(Rendall Nasset) Superintendent  
Officer in Charge, Richmond RCMP Detachment  
(604-278-1212)



# City of Richmond

## Report to Committee

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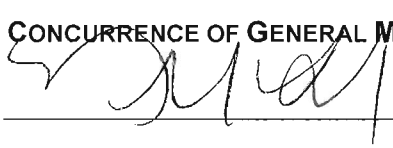
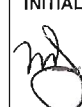

**To:** Community Safety Committee  
**From:** Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
**Date:** February 20, 2014  
**File:** 09-5350-01/2014-Vol 01  
**Re:** **British Columbia Real Time Intelligence Centre**

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### Staff Recommendation

1. That the implementation of the British Columbia Real Time Intelligence Centre be endorsed in principle; and
2. That the future governance structure and budget approval process for the British Columbia Real Time Intelligence Centre include elected municipal officials.

Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
(604-276-4273)

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

## Staff Report

### Origin

In 2010, the policing community identified a need for a real-time operations centre to provide an integrated multi-agency response to serious crime crossing jurisdictional boundaries. This led to the development of the Real Time Intelligence Centre – British Columbia (RTIC-BC), which is mandated to provide actionable intelligence and real-time operational support across all jurisdictions in the province. The RTIC-BC “will play an integral role in reviewing serious incidents for patterns and sharing information and coordinating investigations between jurisdictions”.<sup>1</sup> An overview of the RTIC has been provided by the RCMP (Attachment 1).

This report addresses Council Term Goal 1:

*To ensure Richmond remains a safe and desirable community to live, work and play in, though the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Background

In the 2012 report titled “Missing Women Commission of Inquiry”, Commissioner Oppal recommended that the *Provincial Government commit to moving expeditiously to implement a regional Real Time Crime Centre.*

In December 2013, the B.C. Ministry of Justice published the “British Columbia Policing and Community Safety Plan”. The Plan contains 16 action items to guide the development and reform of policing in B.C. over the next three to ten years.

The RTIC-BC is outlined in Action Item #14 in the Plan:

*Consistent with the recommendations in the Missing Women Commission of Inquiry Report, the Ministry of Justice will foster intelligence-led policing by supporting the implementation of a regional Real Time Intelligence Centre scalable to the province.<sup>2</sup>*

The implementation date for the RTIC-BC is May 2014. The Chiefs of Police representing independent police departments in the Lower Mainland have indicated their support of the RTIC-BC proposal.

### Analysis

#### Real Time Intelligence Centre – British Columbia

The RTIC-BC is a centralized data centre which provides Crime Analysts and Intelligence Analysts with access to multi-agency and multi-jurisdictional police records, intelligence databases, criminal records, and other confidential databases. The RTIC-BC will enhance the efficiency of criminal investigations by providing real-time situational awareness and a proactive

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<sup>1</sup> Ministry of Justice. British Columbia Policing and Community Safety Plan (December 2013); p.39

<sup>2</sup> Ministry of Justice. British Columbia Policing and Community Safety Plan (December 2013); p.39

response to serious crimes that cross jurisdictional boundaries. It will provide a coordinated approach to information and intelligence sharing between agencies, and will enhance the ability of frontline police officers to solve serious crimes, thereby increasing clearance rates and reducing investigational costs.

The current Provincial Intelligence Centre (PIC) will be replaced by RTIC-BC. The scope of PIC focuses only on gang-related activities and does not provide “real-time” situational awareness and intelligence to police agencies in Metro Vancouver. PIC currently has 22 full-time employees with a total operating cost of approximately \$3 million and is funded by federal and provincial governments.

Upon transition to RTIC-BC, the municipal governments will fund a portion of the operation. By January 2015, an additional 21 employees will be added to existing PIC resources for a total of 43 employees and a projected annual operating budget, at full operating capacity, of \$5.8 million.

As well, the RTIC-BC will have an expanded mandate to provide 24/7 “real-time” support to police agencies in Metro Vancouver. The unit will not only provide intelligence for gang-related activities, but also for offences and situations that are considered a serious threat to public safety<sup>3</sup>. Once the RTIC-BC is fully deployed and operational, it is envisioned that it will be the central repository for the collection, analysis and dissemination of information and intelligence that assist in criminal interdiction and enforcement for independent municipal police departments, RCMP detachments, and other law enforcement agencies in the province. The RTIC-BC will also provide the following services to police officers in the Metro Vancouver area:

- Daily serious crime bulletins, weekly crime bulletins, and special alerts
- Project and investigation deconfliction
- Duty to Warn - intelligence and coordination
- Internet and open source investigation assistance
- Assistance with major investigations
- Human source intelligence compilation and coordination
- Intelligence resource during major events / demonstrations

### Implementation Plan

Implementation of the RTIC-BC will be conducted in three phases.

**Phase 1** will commence in May 2014 and the RTIC-BC will immediately provide its services to municipalities in the Metro Vancouver region. Staffing and resource increases will be conducted in stages and the targeted date for full operational capacity is expected to be in early 2015, approximately 1 year from initial implementation. A total of 25 municipalities (including municipalities with independent police forces) will participate in the RTIC-BC.

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<sup>3</sup> Such as but not limited to: shots fired, murders and attempt murders, armed robberies, stranger sex assaults, AMBER alerts, active shooter situations, high risk missing persons, home invasions, hostage takings, acts of terrorism, gang related incidents, and urgent and emerging events that threaten public safety.

**Phase 2** will expand the RTIC-BC services to include the Victoria Capital Regional District police departments. An additional four municipalities on Vancouver Island would participate, for a total participation of 29 municipalities. This phase is expected to commence in the spring of 2016.

**Phase 3** will envision the long-term objective of a Province-wide RTIC. There are a number of challenges relating to policy and jurisdictional logistics, as well as technical challenges like radio communication that needs to be overcome. Nonetheless, the RTIC-BC Steering Committee has set the target date in the spring of 2017.

### Governance

RTIC-BC is proposed to be governed by a Steering Committee comprised of two A/Commissioners of the RCMP, the Chief of the Vancouver Police Department, the Chief of the New Westminster Police Service (representing the BC Association of Municipal Chiefs of Police), and the Assistant Deputy Minister of Police Services Division, Ministry of Justice. The scope of RTIC-BC Steering Committee is to approve annual budgets, provide operational and strategic direction of the unit, establish measurable standards of performance, and to ensure a command structure that provides for the contributing agencies, both independent police departments and the RCMP, to share in the operational management of the RTIC-BC.

Once the RTIC-BC has been fully resourced and operational for two fiscal years, the RTIC-BC Steering Committee will work with the three levels of government and other stakeholders to develop a suitable permanent governance structure. The governance structure should include municipal elected officials to ensure, at a minimum, budgetary oversight.

### Location of the Real Time Intelligence Centre

The RTIC-BC will be located in RCMP “E” Division Headquarters (Green Timbers) in Surrey. The lease rate of \$20,000 per member of the RTIC-BC at Green Timbers is currently under negotiation between the Province and the Federal government.

In addition, the RCMP “E” Division will fund all costs for accommodation of additional municipal partners in the first year of operation. This will result in up to \$430,000 of savings in budgeted accommodation costs. This ramp up of resources in the first year will also save costs.

### Organization Structure

Phase 1 of the RTIC-BC will provide operational support to frontline police officers in the Metro Vancouver region. The RTIC-BC command centre will be staffed by 43 employees comprised of police officers, civilian analysts and support staff. The Officer In-Charge has the rank of Inspector. The unit is organized into four Watches to provide 24/7 coverage. Civilians make up 82% of the unit.

### City of Richmond Crime Analysis Functions

The City of Richmond currently employs three Crime Analysts to support the detachment’s Crime Reduction Team. Their mandate is to provide investigational support, monitor prolific offenders, facilitate local Crime Reduction Strategies, and provide crime statistics to the RCMP

and the City. The Crime Analyst positions at the Richmond detachment will remain at the detachment after RTIC-BC has been implemented.

### **Financial Analysis**

The proposed funding formula for the RTIC-BC is 30% provincial, 20% federal and 50% municipal. This formula is based on workload and clients served proportionate to the resources contributed by the three levels of government. The cost sharing for municipalities will be based on the Integrated Teams formula, where costs are allocated using population (at 25%) and 5 year average of criminal code offences (at 75%).

The operating budget for Phase 1 in 2014/15 of the RTIC-BC for the Metro Vancouver region will be \$4.4M; and once fully operational in 2015/16 will be \$5.8M. Phase 2 is budgeted at \$6.02M (targeted date of spring 2016). It is anticipated that RTIC-BC will need to supplement its capacity to 68 personnel in Phase 3 (21 Sworn and 47 civilian staff); increasing the total annual operating cost to \$8.6M (targeted date of spring 2017).

The cost sharing and funding formula remains unchanged through Phase 1 to Phase 3.

### **Financial Impact**

The estimated cost to City of Richmond in 2014/15 of the RTIC-BC implementation will be \$91,255<sup>4</sup> and \$165,438 in 2015/16 when fully operational.

The cost share ratio for the City of Richmond is six per cent of the total budget. The long term projected cost impact for the City of Richmond for Phase 1 is \$165,438, Phase 2 is \$157,082, and Phase 3 is \$158,691.

The cost of RTIC-BC has not been considered in the City's budget in 2014 or 5 year financial plan. However, the City's RCMP budget will be able to absorb this cost impact in the 2014 budget. The cost of RTIC-BC in 2015 and the future will be considered in the City's normal budgeting process.

### **Conclusion**

In principle, the concept of a RTIC for British Columbia will provide good intelligence to fight crime in all communities. Ideally to make it a success, all cities in B.C. need to be part of the RTIC not only to fight crime in a coordinated fashion but also to manage the growth and finances of the operations.

The proposed RTIC-BC will replace the existing PIC and will provide a multiagency policing support centre, which operates 24/7, and ensures a coordinated regional response to serious crime.

The RTIC- BC is supported by the BC Association of Municipal Chiefs of Police, the BC Association of Chiefs of Police and other federal and provincial law enforcement agencies in BC. The RTIC Steering Committee has received support and resources commitments from

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<sup>4</sup> During the first year of operation, all capital expenses, fit-up costs and building lease payments will be absorbed through the provincial business line.

municipal governments in the Metro Vancouver region and funding through provincial and federal policing business lines in order to facilitate a May 2014 start.

Citizens of Metro Vancouver will be better served by providing their police forces with the ability to tap into the real time resource capabilities of the RTIC-BC.



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Att. 1: Overview for Lower Mainland Municipal Councils





## Real Time Intelligence Centre – BC Overview for Lower Mainland Municipal Councils

February 2014

### Synopsis

Starting in May 2014, law enforcement agencies across the Lower Mainland will launch BC's first Real Time Intelligence Centre (RTIC-BC), providing a coordinated regional response to serious crimes. Over the next 9 months the RTIC-BC will grow until it is operating 24/7, 365. Immediate analytical support will be available during crimes that pose a substantial risk to public safety, such as armed robberies, high risk missing persons or gang violence.

Resource costs will be shared among provincial, federal and municipal governments. Each municipality's investment will contribute towards the strength of a 43-member unit that is available at any time to provide assistance during significant incidents that impact public safety. Anticipated benefits include enhanced public safety through shorter investigative times and higher clearance rates (arrests made, charges approved).

### Partners

The RTIC-BC is supported by Lower Mainland police departments, including the Vancouver Police Department, the RCMP, the BC Association of Municipal Chiefs of Police, the BC Association of Chiefs of Police and federal and provincial law enforcement agencies in BC. A steering committee was formed in December 2010 by Lower Mainland police forces. Members conducted extensive research and submitted a report to the BC Association of Chiefs of Police, recommending the creation of a Real Time Crime Centre in BC. The steering committee, with municipal, RCMP and BC government representation, is overseeing the implementation of RTIC-BC and transition to operations. In addition, there has been ongoing consultation with, and input from, local government stakeholders.

### Projected budget

Due to an incremental start-up process during the 2014/2015 fiscal year, the first year's budget is anticipated to be \$4.4 million. During the first year of operation, all capital expenses, fit-up costs and building lease payments will be absorbed through the provincial policing business line. Municipalities will only be required to contribute their share of \$1.5 million for the acquisition of additional resources during the first year. The RTIC-BC's projected annual budget for 2015/16, when Phase 1 is fully staffed, is \$5.8 million.

### Background and Rationale

Although there is currently a Provincial Intelligence Centre in place in BC, it does not operate 24/7, 365. Its mandate is violent gangs, and it does not have the capacity to offer real-time operational support to frontline officers.

Due to recent technological advancements, police agencies now have the ability to store, search, retrieve and analyse vast amounts of data, and link seemingly unconnected criminal events. However, in BC there is only limited interoperability between various law enforcement databases. For example, the RCMP, VPD, and federal and provincial corrections each have their own human source intelligence databases.

The first 48 hours is the most critical period of any criminal investigation. Police frontload resources, so suspects can be identified at the earliest stages, before evidence is lost or destroyed. By mining intelligence resources through multiple databases, RTIC-BC will help frontline police officers and investigators quickly identify and locate dangerous criminals. This will assist Lower Mainland police in overcoming challenges associated with jurisdictional boundaries and limited resources. Analysts working within RTIC-BC will have a far greater breadth and depth of access to police and law enforcement databases that dispatchers, police officers and municipal police analysts simply do not have.

Additionally, BC police believe it is important to have the capacity to quickly assimilate the high volume of information and intelligence that would stream from the public and various government agencies when a large scale criminal incident that crosses multiple jurisdictions occurs.

The Report of the Missing Women Commission of Inquiry recommended the creation of a regional Real Time Crime Centre, scalable to the province. The BC Ministry of Justice incorporated this recommendation in the 2013 BC Policing and Safety Plan.

#### **What will RTIC-BC deliver?**

RTIC-BC will be located in BC RCMP headquarters in Surrey, BC. By early 2015 Phase I will be complete, and RTIC-BC will have 43 employees to sustain a 24/7 operation, supporting the Lower Mainland. Phase II is anticipated to commence in 2016, and real time support will expand to include the Victoria Capital Regional District. The following year, in Phase III, it is anticipated that real time support will be provided province-wide. In addition to providing real time support to police officers, the RTIC-BC will deliver:

- Daily serious crime bulletins, weekly crime bulletins, and special alerts;
- Project and investigation deconfliction;
- Duty to Warn - intelligence and coordination;
- Internet and open source investigation assistance;
- Assistance with major investigations;
- Human source intelligence compilation and coordination; and
- Intelligence resource during major events / demonstrations.

The focus will be on occurrences posing a substantial risk to public safety such as: shots fired, murders and attempt murders, armed robberies, stranger sex assaults, AMBER alerts, active shooter situations, high risk missing persons, home invasions, hostage takings, acts of terrorism, gang related incidents, and urgent and emerging events that threaten public safety.

#### **Real Time Crime Centres**

RTIC-BC will be the first real time intelligence centre of its kind in Canada. However in the US, these centres exist in more than 70 metropolitan regions, such as New York, Boston and LA, and have demonstrated their value and effectiveness. For example, in a recent study involving the Memphis Police Department, its Real Time Crime Centre recorded a 30% reduction in total serious crime and a 20% reduction in violent crime since its implementation in 2006.<sup>1</sup>

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<sup>1</sup> Source: <http://www.managementexchange.com/story/managing-21st-century-crime-prevention-memphis>