



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Tuesday, April 15, 2014
4:00 p.m.

Pg. # ITEM

MINUTES

CS-7 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on Tuesday, March 11, 2014.*



NEXT COMMITTEE MEETING DATE

Tuesday, May 13, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATION

1. Gary Cross to speak concerning rodents at Lang Park.

PRESENTATION

2. Lainie Goddard, Manager, RCMP Administration, Greg Lindenbach, Manager, RCMP IT Support, and Elaine Pedersen, Records and Information Coordinator, Richmond RCMP , to present on Online Crime Reporting.

LAW AND COMMUNITY SAFETY DEPARTMENT

3. **EMERGENCY INFORMATION PLAN**

(File Ref. No.) (REDMS No. 4166524 v.5)

CS-29

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

Designated Speakers: Ted Townsend & Deborah Procter

STAFF RECOMMENDATION

That the Emergency Information Plan, as required under the British Columbia Emergency Program Act, be approved.



4. **THE CITY'S EMERGENCY PROGRAMS AND THE AUDITOR GENERAL REPORT: CATASTROPHIC EARTHQUAKE PREPAREDNESS IN BC**

(File Ref. No. 09-5125-01/2014) (REDMS No. 4194974 v.5)

CS-73

[See Page CS-73 for full report](#)

Designated Speaker: Deborah Procter

STAFF RECOMMENDATION

That the staff report titled The Auditor General Report: Catastrophic Earthquake Preparedness in BC and the City's Emergency Programs dated March 28, 2014 from the General Manager, Law and Community Safety be received for information.



5. **BC AMBULANCE SERVICE – DISPATCH PROTOCOL CHANGES**

(File Ref. No.) (REDMS No. 4189980 v.5)

CS-81

[See Page CS-81 for full report](#)

Designated Speaker: Deputy Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

(1) That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service dispatch protocol changes; and

- (2) *That staff continue to work collaboratively with BC Emergency Health Services, to further develop the emergency medical care system for the citizens of Richmond.*



6. **COMMUNITY IMPACTS OF THE PROPOSAL TO ELIMINATE HOME DELIVERY SERVICE BY THE CANADA POST CORPORATION**

(File Ref. No. 01-0140-20-CPOS1/2014) (REDMS No. 4206383)

CS-86

See Page CS-86 for full report

Designated Speaker: Amarjeet Rattan

STAFF RECOMMENDATION

- (1) *That a letter be written to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express City concerns with the current proposal to replace home mail delivery service with community mailboxes and request that Canada Post consult with the City to:*
- (a) *ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;*
 - (b) *ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;*
 - (c) *address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;*
 - (d) *remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments;*
- (2) *That a copy of the letter to the federal Minister of Transportation be sent to:*
- (a) *Richmond MPs and MLAs;*
 - (b) *the Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;*

- (c) *the BC Chief Electoral Officer – Mr. Keith Archer, Elections BC;*
- (d) *the Federation of Canadian Municipalities;*
- (e) *the Union of BC Municipalities; and*
- (f) *Metro Vancouver.*



7. **HAZARDOUS MATERIALS EQUIPMENT LOAN AGREEMENT – HER MAJESTY THE QUEEN**

(File Ref. No.) (REDMS No. 4167453 v.5)

CS-108

See Page CS-108 for full report

Designated Speaker: Deputy Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the Chief Administrative Officer and General Manager of Law and Community Safety be authorized to execute a loan agreement on behalf of the City of Richmond and Her Majesty The Queen In Right of Canada for hazardous materials identification equipment to be used by Richmond Fire-Rescue, as outlined in the staff report dated March 28, 2014 from the Deputy Fire Chief.



8. **RICHMOND FIRE-RESCUE – FEBRUARY 2014 ACTIVITY REPORT**

(File Ref. No. 09-5000-01/2014) (REDMS No. 4179697 v.4)

CS-111

See Page CS-111 for full report

Designated Speaker: Deputy Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled Richmond Fire-Rescue – February 2014 Activity Report dated March 28, 2014 from the Fire Chief, Richmond Fire-Rescue be received for information.



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ITEM

9. **RCMP'S MONTHLY REPORT – FEBRUARY 2014 ACTIVITIES**

(File Ref. No. 09-5000-01/2013) (REDMS No. 4172020 v.2)

CS-122

[See Page CS-122 for full report](#)

Designated Speaker: Supt. Renny Nessel

STAFF RECOMMENDATION

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

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10. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2014**

(File Ref. No.) (REDMS No. 4171136 v.7)

CS-139

[See Page CS-139 for full report](#)

Designated Speaker: Ed Warzel

STAFF RECOMMENDATION

That the staff report titled Community Bylaws Monthly Activity Report – February 2014, dated March 21, 2014, from the General Manager, Law & Community Safety, be received for information.

☐

11. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Deputy Fire Chief Tim Wilkinson

Items for discussion:

- (i) **911 Awards Dinner**
- (ii) **Bike to Work Month**
- (iii) **McHappy Day**

12. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Supt. Renny Nessel

None.

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ITEM

13. **MANAGER'S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, March 11, 2014

Place: Anderson Room
Richmond City Hall

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

Absent: Councillor Evelina Halsey-Brandt

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

AGENDA ADDITION

It was moved and seconded

That "Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation" be added to the agenda as Item 6A.

CARRIED

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on Wednesday, February 12, 2014, be adopted as circulated.

CARRIED

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)

Committee commented that discussion regarding restorative justice at the Blue Ribbon Panel on Crime Reduction validated the City's commitment to and financial support for the Restorative Justice Program. Committee thanked the Touchstone Family Association for their work in the community.

It was moved and seconded

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.

CARRIED

2. RICHMOND FIRE-RESCUE – JANUARY 2014 ACTIVITY REPORT

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

John McGowan, Fire Chief, Richmond Fire-Rescue (RFR), advised that the monthly activity report has been modified to provide information on activities related to prevention, education, and emergency response.

In response to a query from Committee, Fire Chief McGowan noted that RFR provides medical support to assault related incidents and in such instances, RFR keeps a safe distance from the scene until the RCMP arrives.

It was moved and seconded

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.

CARRIED

3. COMMUNITY BYLAWS – JANUARY 2014 ACTIVITY REPORT

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

Edward Warzel, Manager, Community Bylaws, stated that parking meter vandalism was significantly reduced in January 2014 due to the apprehension of the main perpetrator. It was noted that, when taken together, the revenue generated in December 2013 and January 2014 is consistent with monthly averages.

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Committee commented on the improvements to the Fat, Oil, and Grease Management Program and noted that the implementation of a residential grease management program, complete with a community educational component, may further improve the current program.

It was moved and seconded

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.

CARRIED

4. RCMP'S MONTHLY REPORT – JANUARY 2014 ACTIVITIES

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

Bart Blachford, Inspector, Richmond RCMP, highlighted the following activities for January 2014:

- an arrest has been made with regard to a hit and run incident that resulted in a resident being stabbed;
- three individuals are facing charges after an attempted robbery; and
- due to poor weather conditions, the RCMP were not able to locate a suspect believed to be involved in an attempted abduction near the 5600 block of Blundell Road.

Insp. Blachford advised that cadets in the Auxiliary Constable Program will graduate on April 13, 2014. In addition, Insp. Blachford commented on the January 19, 2014 pedestrian safety display at the Brighthouse Library, highlighting that over 144 individuals received road and pedestrian safety information.

It was moved and seconded

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.

CARRIED

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

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

Insp. Blachford stated that the 2014-2015 RCMP Annual Performance Plan sets forth the RCMP's priorities for Council's consideration. The top three Community Objectives identified for the 2014/15 Annual Performance Plan are: (i) Pedestrian Safety, (ii) Break and Enters, and (iii) Policing and Mental Health.

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Committee expressed support for the priorities identified in the 2014-2015 RCMP Annual Performance Plan; however, with regard to pedestrian safety, Committee suggested pedestrian safety education be incorporated into the Drug Abuse Resistance Education (D.A.R.E.) Program. Insp. Blachford indicated that Richmond RCMP have partnered with the Insurance Corporation of British Columbia to further develop pedestrian safety strategies and improve public education on the subject.

In response to a query from Committee, Insp. Blachford advised that organized crime continues to be a priority for the Richmond RCMP; however, the three objectives identified in the 2014-2015 RCMP Annual Performance Plan are significant issues for the community.

It was moved and seconded

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.

CARRIED

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

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

Anne Stevens, Senior Manager, Community Safety Policy and Programs, provided a brief overview of the Real Time Intelligence Centre (RTIC-BC) and highlighted the following:

- presently, the Provincial Intelligence Centre (PIC) focuses only on gang-related offences and does not operate 24-hours a day;
- the RTIC-BC would (in time) replace the PIC;
- the RTIC-BC would incorporate all statistical intelligence for gang-related activities and for offences considered a serious threat to public safety;
- local police forces and the RCMP will utilize intelligence obtained from the RTIC-BC to assist in investigative matters; and
- Phase 1 of the RTIC-BC is anticipated to commence in May 2014, costing the City of Richmond approximately \$91,255 and \$165,438 for 2014/15 and 2015/16 respectively.

In reply to a query from Committee, Ms. Stevens advised that the PIC is federally and provincially funded, and it is anticipated said funding would be available for the RTIC-BC. Further, she advised that the cost of RTIC-BC would be absorbed in the City's 2014 RCMP budget; however, future cost would be considered as part of the City's typical budgeting process.

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It was moved and seconded

- (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.*

CARRIED

6A. COMMUNITY IMPACTS OF THE PROPOSAL TO ELIMINATE HOME MAIL DELIVERY SERVICE BY THE CANADA POST CORPORATION

(File Ref. No.)

Discussion ensued regarding the Canada Post Corporation's December 11, 2013 announcement to eliminate home mail delivery service in urban centres over the next five years, and in particular, safety concerns voiced by residents with regard to community mailboxes. Discussion further took place and Committee referenced a letter from the City of Burnaby dated March 4, 2014 (attached to and forming part of these minutes as **Schedule 1**). At the conclusion of the discussion the following **referral** was introduced:

It was moved and seconded

That the letter from the City of Burnaby dated March 4, 2014 regarding 'Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation' be referred to staff to explore the matter.

The question on the referral was not called as Committee queried whether there had been issues related to any existing community mailboxes. Insp. Blachford commented on the occurrence of mailbox thefts in Richmond, noting that, to date, there are no significant issues. The question on the referral was then called and it was **CARRIED**.

7. FIRE CHIEF BRIEFING

(Verbal Report)

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

Fire Chief McGowan advised that the Richmond Chamber of Commerce will host their Annual 9-1-1 Awards Ceremony and Dinner at the River Rock Casino on Wednesday, April 30, 2014. The awards ceremony will honour the dedication and courage of all Emergency Services members.

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Tuesday, March 11, 2014

(ii) Watch Meetings

Tim Wilkinson, Deputy Fire Chief, RFR, advised that members of RFR and the Community Bylaws division have attended RCMP Watch Meetings in an effort to identify cross-departmental synergies and implement related initiatives.

8. RCMP/OIC BRIEFING

(Verbal Report)

Insp. Blachford noted that the D.A.R.E. Program has a "Taking Responsible Decisions" component that includes pedestrian safety.

9. MANAGER'S REPORT

None.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:35 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, March 11, 2014.

Councillor Derek Dang
Chair

Heather Howey
Committee Clerk



CITY OF BURNABY
OFFICE OF THE MAYOR
DEREK R. CORRIGAN
MAYOR

01-0140-20-CPOST
**TO: MAYOR & EACH
COUNCILLOR
FROM: CITY CLERK'S OFFICE**

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**Schedule 1 to the Minutes of the
Community Safety Committee
Meeting of Tuesday, March 11,
2014.**

2014 March 04

File: 03300-02

Mayor Brodie and Council
City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1

PHOTOCOPIED

MAR 10 2014

Dear Mayor and Council:

& DISTRIBUTED *AW*

**Subject: Community Impacts of the Proposal to Eliminate Home Mail Delivery Service
by the Canada Post Corporation**
(Item No. 01, Manager's Reports, Council 2014 February 17)

Burnaby City Council, at the Open Council meeting held on 2014 February 17, received a report from the Director of Planning and Building regarding the Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation and adopted the following recommendations contained therein, AS AMENDED:

1. THAT Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:
 - a) require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery service in Canada's urban centres;
 - b) ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
 - c) ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
 - d) address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government



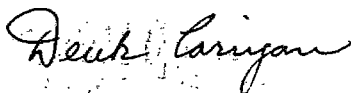
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obligations related to the statutory notification of property owners and citizens;

- e) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments.
2. THAT Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report, and to the Federation of Canadian Municipalities (FCM).
 3. THAT a copy of this report be sent to:
 - Burnaby MLA's and MP's;
 - The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;
 - BC Chief Electoral Officer - Mr. Keith Archer, Elections BC;
 - All Members of the Lower Mainland Local Government Association (LMLGA), the Union of BC Municipalities (UBCM) and Metro Vancouver;
 - Federation of Canadian Municipalities;
 - Canadian Union of Postal Workers (CUPW) – National Office (377 Bank Street, Ottawa, Ontario K2P 1Y3, and CUPW- Pacific Region (999 Carnarvon Street, New Westminster, B.C. V3M 1G2).
 4. THAT this report be forwarded to the Social Issues Committee, Traffic Safety Committee, Environment Committee and the Mayor's Task Force on Graffiti, Voices of Burnaby Seniors and the Seniors Centres in Burnaby for information.

In accordance with the recommendation no. 3, a copy of the report is *enclosed* for your information.

Very truly yours,



Derek R. Corrigan
MAYOR



Meeting 2014 February 17

COUNCIL REPORT

TO: CITY MANAGER

DATE: 2014 February 11

FROM: DIRECTOR PLANNING AND BUILDING

FILE: 2125 20

Reference: UBCM

SUBJECT: COMMUNITY IMPACTS OF THE PROPOSAL TO ELIMINATE HOME MAIL DELIVERY SERVICE BY THE CANADA POST CORPORATION

PURPOSE: To outline the City's opposition to the proposal to eliminate Home Mail Delivery Service by the Federal Government and the Canada Post Corporation.

RECOMMENDATIONS:

1. **THAT** Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:
 - a) require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery service in Canada's urban centres;
 - b) ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
 - c) ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
 - d) address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;
 - e) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments.
2. **THAT** Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report.



To: City Manager
From: Director Planning and Building
Re: Community Impacts of the Proposal to Eliminate Home Mail
Delivery Service by the Canada Post Corporation
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3. **THAT** a copy of this report be sent to:

- Burnaby MLA's and MP's;
- The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;
- BC Chief Electoral Officer - Mr. Keith Archer, Elections BC;
- All Members of the Lower Mainland Local Government Association (LMLGA), the Union of BC Municipalities (UBCM) and Metro Vancouver;
- Federation of Canadian Municipalities;
- Canadian Union of Postal Workers (CUPW) – National Office (377 Bank Street, Ottawa, Ontario K2P 1Y3, and CUPW- Pacific Region (999 Carnarvon Street, New Westminster, B.C. V3M 1G2).

4. **THAT** this report be forwarded to the Social Issues Committee; Traffic Safety Committee; Environment Committee and the Mayor's Task Force on Graffiti for information.

REPORT

1.0 INTRODUCTION

At its meeting on 2014 January 27 under 'New Business', Council requested staff to prepare a report outlining the issues and implications of the recently announced Canada Post service changes. Canada Post has developed a proposal that would eliminate the existing home mail delivery service for urban centers, which would cause significant impacts and issues for Canadian communities and citizens.

In response to Council's request, this report outlines the context and implications of the decision by the Federal Government to proceed with the plan advocated by the Canada Post Corporation. Specifically, this report details issues identified related to the lack of the required public process and consultation; security of private information and property; service for seniors and persons with mobility restrictions; statutory obligations related to legislated government notification to citizens and property owners; and the appropriateness and impact of existing Canada Post powers related to the use of municipally-owned property.

In light of the significant and direct impacts the proposal presents, this report highlights specific concerns for the City and its residents, including the safety of our most vulnerable citizens. In response, this report calls for the immediate review of the proposal to cancel home delivery in

To: City Manager
From: Director Planning and Building
Re: Community Impacts of the Proposal to Eliminate Home Mail
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urban centres to ensure full public consultation and actions to protect the interests of all Canadians.

2.0 BACKGROUND

Canada Post is a Crown Corporation, operating under the Canada Post Corporation Act, and overseen by the Federal Minister of Transportation – the Honourable Lisa Raitt. It is governed by a Board of 11 individuals, including the Chairperson and the President and Chief Executive Officer. All directors, other than the previously mentioned two positions, are appointed by the Minister for a term of up to four years, which can be renewed.

The Chairperson and President and CEO are appointed by the Governor in Council¹ for an appropriate term. The current Chairperson of Canada Post is Mr. Marc A. Courtois and the President and CEO is Mr. Deepak Chopra.

On 2013 December 11, Canada Post announced its '5-Point Action Plan'². The plan's five main components are:

- **Community mailboxes:** Over the next five years, Canada Post will phase out home delivery to urban centers, to be replaced by community mailboxes. The plan states that this change will not affect the two thirds of residential addresses that currently receive their mail through community mailboxes, grouped or lobby mailboxes (i.e. high density residential buildings such as apartment towers or seniors homes), or rural mailboxes.
- **Tiered Pricing:** Beginning 2014 March 31, pending regulatory approval, stamp purchases in booklets or coils will cost \$0.85 per stamp. Individual stamp purchases, not in booklets or coils, will cost \$1 each.
- **Postal Franchises:** Canada Post will expand its retail network and open more franchised postal outlets in stores, while retaining corporate (Canada Post owned) post offices.
- **Operational Changes:** Operations will be centralized and/or streamlined with technology (i.e. more centralized warehouses, with mail sorter equipment).
- **Labour Restructuring:** Canada Post expects to eliminate 6,000 – 8,000 jobs partially through retirement (the 'Plan' states that 15,000 employees are expected to retire in the next 5 years). Pension plan adjustments will also be considered.

On 2014 January 29, Canada Post released a statement outlining that affected postal walks in densely populated urban areas will be the last stage for implementation in the 5-year process, given the acknowledged complexity of siting large community mailboxes installations in these environments. Canada Post is expected to announce which communities will be subject to the installation of community mailboxes and cancellation of home delivery service by the end of February, 2014.

¹ The Governor in Council (GIC) appointments process is a core function of the Senior Personnel Secretariat in the Privy Council Office, on behalf of the Prime Minister and his Office.

² For a full copy of the 'Plan', please visit: https://www.canadapost.ca/cpo/mc/assets/pdf/aboutus/5_en.pdf

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Re: Community Impacts of the Proposal to Eliminate Home Mail
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The local governments of Vancouver, Victoria, Saanich, New Westminster, Medicine Hat, Montreal, Sault Ste. Marie and Ottawa and the Union of Nova Scotia Municipalities have all passed motions, directed to Canada Post through the Federation of Canadian Municipalities (FCM), and/or released statements outlining their opposition or stating their concerns with the approach and requesting more information.³

The Official Opposition – the Federal New Democratic Party (NDP), and the Federal Liberal Party have both expressed their concerns regarding the ‘5 Point Action Plan’. The Liberal Party has filed several ‘Access to Information and Privacy’ requests through the Treasury Board of Canada, for documents of communication between Transport Canada, the Privy Council office and Canada Post.

On 2014 January 28, MP Olivia Chow of the Federal NDP tabled an opposition motion in the House of Commons regarding the Canada Post service changes. According to the motion, should this implementation move forward, Canada would be the only country, among the G7 nations⁴, not to have any level of door-to-door mail delivery service within its urban centres.

On 2014 January 29, Canada Post CEO Mr. D. Chopra, through the FCM, released a statement to Canadian local governments. This statement outlined that Canada Post will investigate ‘alternative approaches’ for persons with disabilities, seniors and others who would find travelling to a community mailbox an unacceptable hardship. The release also stated that many businesses will continue to have their mail delivered directly to their premises – specifically businesses in well-established commercial centres and those receiving a large volume of mail. However, some other businesses in more isolated areas, excepting those served by rural mailboxes, may be affected. These details were also included in the nation-wide Canada Post news statement of the same date referenced above.

3.0 COMMUNITY ISSUES

This section outlines the identified major issues, concerns and impacts of the proposal by Canada Post to eliminate home delivery service, as identified by staff as part of the analysis of the ‘5 Point Action Plan’, accompanying press releases and limited background information made available by Canada Post. These identified issues and impacts will affect both Burnaby and other local governments across the country.

3.1 Lack of Consultation with the Public and Key Stakeholders

Of significant concern with regard to the Canada Post proposal has been the overall lack of consultation regarding this important postal service issue with the public and key stakeholders,

³ This list may not be complete, as additional local governments may have issued statements or passed motions since the time this report was written.

⁴ The ‘G7’ is the current ‘wealthiest countries’ by measure of national net wealth – the United States, Japan, France, Germany, Italy, U.K. and Canada.

To: City Manager
From: Director Planning and Building
Re: Community Impacts of the Proposal to Eliminate Home Mail
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including local governments. From the limited available information it has been determined that the consultation completed to date has been advanced without benefit of the general public being provided with information of the specific proposals presented for implementation.

Public Consultation

Canada Post maintains that their consultation process focussed on engaging with members of the public and the business community. According to the limited information being released by Canada Post, the corporation contends that it conducted a 5-month public consultation process from April – August, 2013. This ‘consultation process’ included a 2013 April 24 news release, an online forum available for discussion through the Canada Post website, signage in post offices and franchise outlets, information on printed postal receipts, and participation of Canada Post leaders in over 40 talk and call-in shows. In addition, Canada Post maintains that it held 46 community forums with invited representatives from different sectors (e.g. business) and neighbourhoods with different types of delivery service. In the Lower Mainland, these conversations occurred in Vancouver and Coquitlam.

Generally, however, staff would conclude that the process undertaken for this consultation process does not meet the basic threshold required for either public engagement or consultation for an issue of such national importance and scope. Given the implications of the changes proposed, a wider and more sustained discussion should have included presentation of facts and issues, followed with specific options that reflected public feedback and concerns. Additionally, the general public should have been provided an opportunity to participate in the process and attend public information meetings. At a basic level, the Canada Post Corporation’s claim of wide public consultation and engagement is not well supported, as it was too broad, high-level, severely limited direct public involvement and did not disclose the true intent of the wide-spread and important changes being contemplated for immediate implementation.

Stakeholder Consultation – Local Government

Local governments, as a key stakeholder, would be most directly impacted by these proposed changes in terms of the proposal’s impact on residents, corporate services, urban form and land-use policies. Canada Post maintains that as part of its consultation process that it met directly with the Mayors and senior administrative officials of six local governments. It is noted that the information provided by Canada Post does not identify the six communities or the range of issues that were reviewed or if any of the known technical aspects related to the proposal were advanced for review. The size, location and nature of the communities has also not been disclosed by Canada Post.

Again, given the importance of the issues being advanced, the lack of engagement with Canada’s local governments, or their regional or national organizations, erodes confidence that the stakeholder review process was in any sense complete or comprehensive. As British Columbia’s third largest City, Burnaby should have had an opportunity to review the proposals being advanced and to participate in a technical review to analyze and comment on specific proposals.

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As outlined, to the City's knowledge, no urban municipality, or agency representing Canadian cities, was specifically engaged on the issues of replacing home delivery services with community mailboxes.

Given the implications of the Canada Post proposal to all urban municipalities and their citizens, staff are of the opinion that a more sustained and substantive consultation process with local governments prior to the service delivery changes being decided upon and announced would have been of benefit in identifying and determining issues and impacts of these service changes, including possible remediation approaches.

It is therefore proposed that Council advance its opposition to the proposal on the basis of the lack of wide public and local government review, and request the Federal Government require full and meaningful public consultation and engagement with municipalities, in order to review all options related to preserve continued home mail delivery in Canada's urban centres.

3.2 Mail Security

Another immediate and important concern with the proposal to eliminate home-delivery service is the high level of crime and vandalism experienced at existing community mailboxes. While Canada Post maintains that it locates community mailboxes in areas of natural surveillance, community mailboxes are more prone to many security concerns regardless of their location. The most serious concern is theft of mail through vandalism and breaking locks and access points to community mailboxes. The design and quality of the Canada Post community mailboxes have proven not to be secure and have left citizens' property vulnerable to theft. Additionally, mailboxes are a target of vandalism through graffiti and damage.

According to an investigative report by the Canadian Broadcasting Corporation (CBC), community mailboxes in the Lower Mainland and other urban/suburban areas are particular targets. Burnaby itself is reported to have had several dozen incidents over the past 5 years, including one act of arson, four acts of theft, and several Canada Post mailboxes being overturned and damaged. The number and severity of incidences appear to increase in communities with more community mailboxes already in place. For example, the City of Surrey is reported to have experienced almost 900 incidences over the same period, while the District of Maple Ridge and the City of Langley and District of Langley are reported to have experienced upwards of 400 incidences⁵.

The issue of crime and vandalism of the existing community mailbox program has other widespread impacts that have been demonstrated in a number of recent incidents across Canada. Canada Post does not have the capacity or infrastructure to maintain the existing community mailbox program in order to respond quickly and effectively to repair all of the mailboxes that can be damaged by organized criminal activities. In some instances several community

⁵ For more information, see the CBC Investigative Report at: <http://www.cbc.ca/news/canada/british-columbia/are-canada-post-s-community-mailboxes-really-safe-1.2460515>.

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mailboxes within a city are targeted within a single crime event. The impacts to citizens include the suspension of mail delivery for several weeks to affected communities. In some cases resident's mail would be made available through a Canada Post outlet until repairs can be completed. However, these locations can be located far away from affected neighbourhoods and without the staffing available to effectively serve the public.

The proposal to increase the number of community mailboxes in urban areas will exacerbate the issue of mail theft and impact many more citizens on an ongoing basis. Of specific and serious concern is the vulnerability of community mailboxes to crimes related to identity theft through access to personal information and sensitive mail. Direct theft of cheques, currency, gifts, and parcels has also been reported and associated with community mailboxes. The impact of crime associated with the introduction of community mailboxes on local police detachments through an increase in service calls has not been analyzed or reviewed. Additionally, none of these issues have been fully addressed by Canada Post or included in any public consultation efforts related to the discussion of the proposal to cancel home mail delivery.

It is therefore proposed that Council advance its opposition to the proposal on the basis of the lack of study and information related to implementation of provisions for theft prevention and mail security, and request the Federal Government ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property.

3.3 Safety and Access for Seniors and Persons with Mobility Restrictions

For many senior citizens and persons with mobility restrictions, living in areas currently receiving the home delivery postal service, the proposal to restrict their mail delivery to community mailboxes will represent a significant hardship. For many such persons, it may be difficult or impossible to travel to community mailboxes particularly in inclement weather, if they do not drive, are not in an area well-served by public transit, or have few family members and/or others whom they can ask for assistance.

For some persons with disabilities, there may also be hand-dexterity considerations as keys are required to open each mail slot.⁶ Another potential issue is with the height of assigned mail slots. For some persons utilizing a wheelchair or another mobility device, or who have limited upper body movement, they may be unable to reach up significantly to access their mail slot. Finally, for many individuals isolation is also a factor and the 'human connection' of home delivery service provides a much needed and valuable opportunity for daily conversation, interaction and connection to the wider community.

It is of great concern that Canada Post did not identify these important social planning issues as part of any public consultation program for citizens which should have ensured that vulnerable citizens and their issues were adequately addressed as part of the proposed change to the home

⁶ When persons move into a neighbourhood serviced by a community mailbox, keys to an assigned slot are available for pick-up at a local postal outlet.

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delivery service. Subsequent assurances by Canada Post to further study the issue, as outlined in Section 2.0 of this report, further emphasize the lack of planning and consultation that has occurred to date regarding this important issue and does not provide any confidence that the matter would be resolved through a consultative public process.

It is therefore proposed that Council advance its opposition to the proposal and request the Federal Government ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions.

3.4 Provincial Statutory Public Notification Procedures

Of significant concern is the fact that the Canada Post proposal has been advanced without consultation and review with regard to addressing any conflicts with existing B.C. Provincial Statutory Public Notification procedures. While these processes, and any requirements of mail notification through Canada Post, remain the responsibility of the Provincial Government, there are many impacts on local governments and its citizens. These include but are not limited to the Local Government Act, Elections BC and other statutory municipal notifications.

The proposal to cancel home mail delivery has been advanced without benefit of oversight or any review related to the legal implications regarding a local municipality's responsibility to ensure public notification under the Local Government Act. These laws were originally developed under the basis of existing daily home mail delivery services. For example, notices of a Public Hearing must, as mandated by Section 892 (4)(b) of the Local Government Act, be mailed or otherwise delivered by local governments to all property owners at least 10 days before the hearing date. While Canada Post may maintain that community mailboxes would provide postal service to all residents, many issues remain of concern. Notification may not be deemed to have occurred within the statutory timeframe as property owners would only receive their mail upon collection at a community mailbox, which may not provide timely notification. However, currently home mail service has been deemed to provide legal notification to property owners upon its delivery to a private residence.

Additionally, Burnaby, other local governments and government agencies have not had the opportunity to review and comment on the potential impact of the proposal related to its internal corporate and bylaw practices concerning the legal notification of property owners and residents. This includes taxation notices, bylaw infraction notices, local elections notices and emergency response information and procedures. It is unclear at this point whether the existing notification procedures and stated periods are still adequate or need to be reviewed and updated, based on the current or future mail delivery changes being considered by Canada Post.

Canada Post has also not addressed how it will maintain mail service to hundreds of thousands of citizens that occupy legal and illegal secondary suites, located in single-family homes, duplexes and other building types, which are common in many of the country's urban centres. A high percentage of these citizens may be new immigrants and/or have low incomes. Tenants of private properties, for a variety of reasons (lack of knowledge, language barriers, etc.), may not

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have the opportunity, knowledge, or financial ability to make application and maintain their own mailing addresses and community mailboxes under the proposal by Canada Post.⁷ Although many tenants now share a common home delivery mailbox and therefore can receive and reasonably safeguard their own mail, this opportunity could be lost through the proposed system of community mailboxes. Concerns include a tenant's mail not being safeguarded, or conveniently available, as their access to mail may effectively be controlled by a property owner, who could maintain sole access to the property's designated community mailbox.

These important issues, which have not been identified or addressed by Canada Post, have many implications for all citizens and communities. The proposed discontinuance of the home mail system in urban areas may lead to the erosion of maintaining accurate mailing address lists and government databases, as tenants may not continue to report their own home mailing addresses as they would lose direct access to Canada Post mail delivery.

Elections BC in part provides voting rights on the presentation of various identifications, which includes providing a residential mailing address. Additionally, Elections BC provides mailed 'Voter Notifications' to residential addresses to provide citizens with the location of their designated polling stations. The proposal by Canada Post to cancel home mail delivery has the potential to take away the right of all citizens to be provided with their rightful enumeration and notification by mail for inclusion and participation in Federal, Provincial, and local elections and/or public referendums. The overall impact of the Canada Post proposals would not only erode the reliability of public notification and citizen enumeration, but could harm the very fabric of Canada's ability to serve and ensure that all citizens have an opportunity to fully participate with the election system, which has to date relied primarily on the home mail delivery system.

Given these important inter-related and complex issues, a full review of the position and responsibility of the senior levels of government needs to be completed and fully addressed in any proposal by Canada Post. As stated, this consultation with key stakeholders would specifically include, but not be limited to, the B.C. Minister for Community, Sport and Cultural Development who oversees the Local Government Act and the Chief Elections Officer who is responsible for Elections BC. This consultation should be undertaken with the full notification to and engagement of all citizens, B.C. municipalities and other impacted government agencies.

It is therefore proposed that Council request the Federal Government to address specific issues related to the impact of any proposed home mail delivery changes to existing Federal, Provincial, and local government responsibilities related to the statutory notification of property owners and all citizens.

⁷ It is noted that the cost of the replacement of lost or stolen Community Mailbox keys is currently \$29.

3.5 Location of Community Mailboxes on City-owned property

The proposal to cancel home delivery in favour of community mailboxes by Canada Post poses specific urban land use issues that have not been fully reviewed or addressed and reflect the lack of consultation with local governments that was outlined in Section 3.1 of this report. In dense urban communities, such as Burnaby, the location and placement of the proposed community mailboxes raises a number of important issues and implications for the City. These include increased legal liability for municipalities who would be faced with many new locations on public property for large installations of community mailboxes, which could pose safety hazards for drivers and pedestrians.

The power to impose this type of development without municipal approval or consultation is provided by the Federal Government through the Canada Post Corporation Act and the regulations made under this Act including the "Mail Receptacles Regulations"⁸. The broad sweeping power of this imposition on local governments was originally intended to serve the distribution of mail under the current system of a home mail delivery model. The use of this power to implement community mail boxes within densely populated urban places was never contemplated or advanced with any consultation with local government concerning the potential impacts.

It is unclear what process Canada Post intends to implement to locate the new community mailboxes. The dimensions of Canada Post's typical suburban community mailboxes are approximately 1668 mm (5.5 feet) long and 470 – 490 mm (1.7 feet) wide. The proposal for urban community mailboxes are expected to be much larger to accommodate more mailboxes including enough space for package delivery.

Canada Post's current criteria⁹ for the placing of community mailboxes in new sub-divisions or other suburban residential developments, states that community mailboxes should be:

- placed a minimum of nine metres from intersection corners;
- not installed at major intersections;
- placed in areas not with heavy traffic volume;
- visible to multiple houses or buildings for natural surveillance;
- installed in proximity to the addresses it serves;
- located adjacent to areas where 'pulling over' into the shoulder or street parking area is allowable 24 hours a day;
- installed near a natural 'entry point' to a neighbourhood or development; and
- installed near existing street lighting fixtures.

⁸ Specifically, "The Corporation may install, erect or relocate or cause to be installed, erected or relocated in any public place, including a public roadway, any receptacle or device to be used for the collection, delivery or storage of mail." [Canada Post Corporation Act, Mail Receptacles Regulations (SOR/83-743)]

⁹ For more information, please visit: http://www.canadapost.ca/cpo/mr/assets/pdf/business/standardsmanual_en.pdf

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Currently, Canada Post places its required infrastructure on the City of Burnaby lands without the approval or any consultation with city staff (for the small letter mailboxes or postal carrier mail pick-up boxes). As a result, the Engineering Department would be required to contact Canada Post should any traffic or community issues be identified by staff or citizens. Canada Post currently is not obliged by law or any corporate policies to comply with community concerns regarding the location of its postal boxes. Canada Post has also developed no criteria that would provide guidelines for the implementation of Community mailboxes in dense urban areas, such as Burnaby. These guidelines would presumably also be reflected in an updated "Mail Receptacles Regulations" which would be amended by the Government of Canada.

There is some uncertainty if the proposal could be successfully integrated into some neighbourhoods given the lack of space within the streetscape to accommodate large installations of this type in multiple locations. This will pose difficult choices in locating community mail boxes and may be intrusive and of great inconvenience for many neighbourhoods and citizens. Additionally, it is unclear whether or not the "Mail Receptacles Regulations" provides the legal right for Canada Post to place community mailboxes on any municipal, school district or provincially-owned titled properties which may be included in the definition of the law's use of the term "public place". There are a host of concerns that have been identified related to Burnaby accommodating community mailboxes on City-owned lands which include:

- the availability and suitability of locations for mailboxes to serve all neighbourhoods;
- the ability to serve rapidly expanding residential areas effectively;
- the visual impact of community mailboxes in an urban environment;
- the impact on neighbouring properties and local land uses;
- the need for selective sidewalk and road improvements;
- the need and responsibility for community consultation;
- safety or access concerns (i.e. blocks traffic 'sight lines' or does not leave sufficient sidewalk space for a wheelchair to pass);
- any legal costs or liability from arising injuries or accidents;
- ability for location to accommodate the need for resident street parking;
- traffic volumes, movement and safety around community mailbox locations;
- security and lighting;
- snow and ice removal;
- vehicle access for Canada Post delivery staff;
- vandalism, graffiti and theft; and
- the need for provisions for litter clean-up and garbage removal.

All of these concerns carry with them a new level of municipal responsibility and costs that could become a significant financial burden for Burnaby's taxpayers and other municipalities.

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It is therefore proposed that Council, as part of its opposition to the overall program, request the Federal Government to remove the discretion of the Canada Post Corporation to utilize City-owned property for an expanded community mailbox program for urban centres, without the direct consultation and specific approval of any affected local government.

4.0 LMLGA AND UBCM RESOLUTION

In light of the significant, complex, unaddressed issues outlined in this report and that the proposed Canada Post service delivery changes are of considerable scope and affect both Burnaby and other local governments nation-wide, the following resolution has been prepared for Council's consideration. It has been reviewed for submission with the concurrence of the City Solicitor, the Director Engineering, the Director Parks, Recreation and Cultural Services, and the RCMP 'Officer in Charge':

RESOLUTION: Suspension of Canada Post Home Delivery Service

WHEREAS local governments have a direct interest in the security and stability of Canada's postal system, both in terms of municipal corporate operations and services available to citizens;

AND WHEREAS the service delivery changes would directly impact local governments, including in relation to land-use policy, requirements for municipal land and rights-of-ways, infrastructure for paving, lighting, and waste management, and public safety considerations (etc.);

THEREFORE BE IT RESOLVED that the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM) call on the Federal Government and Canada Post, through the Federation of Canadian Municipalities and other avenues as appropriate, to suspend the Canada Post delivery changes until a sustained, substantive consultation process with local governments and the public is completed and identified issues are addressed.

It is therefore proposed that Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) in order to advance to Annual General Meeting of the Union of BC Municipalities (UBCM) Convention. Further it is proposed that Council advance a copy of this report to all members of Metro Vancouver, the LMLGA and the UBCM for their information.

5.0 CONCLUSION

This report provides, for Council's information, a broad overview of the major identified issues and impacts of the proposed Canada Post service delivery changes and its specific implications for the City of Burnaby and other local governments. Although it is acknowledged that this review has been based on limited information released by Canada Post, there remain too many

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important issues of great concern to local governments and citizens that require immediate response. These issues include the lack of consultation with the public and local governments; mail security, safety and access for seniors and persons with limited mobility; impacts on existing federal, provincial and local government obligations related to statutory notification; and issues associated with the location of community mailboxes in urban areas including the impacts on the operations and legal liabilities for municipalities.

It is therefore proposed that Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the Federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:

- require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery in Canada's urban centres;
- ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
- ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
- address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;
- remove the discretion of the Canada Post Corporation to utilize City-owned property for an expanded community mailbox program in urban centres, without the direct consultation and approval of local governments.

These issues are of wide interest to all Canadians and other local governments and warrant the City to advance a resolution to garner the support of the LMLGA and UBCM.

A resolution has been prepared for Council's consideration to seek support from other affected local governments for its concerns regarding the potential impacts of the decision by the Canada Post Corporation. This is for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report.

It is recommended that a copy of this report be sent to: Burnaby MLA's and MP's; The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development; BC Chief Electoral Officer - Mr. Keith Archer, Elections BC; all Members of the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM); the Federation of Canadian Municipalities; and the Canadian Union of Postal Workers (CUPW) and CUPW- Pacific Region.

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A copy of this report is proposed to be forwarded to the Social Issues Committee; Traffic Safety Committee; Environment Committee and the Mayor's Task Force on Graffiti for information.

Lou Pelletier, Director
PLANNING AND BUILDING

RM/JW:sa:sla

cc:	Deputy City Managers	Fire Chief
	Director Engineering	Chief Building Inspector
	Director Finance	Chief Librarian
	Director Parks, Recreation and Cultural Services	City Solicitor
	OIC – RCMP	Deputy City Clerk

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City of Richmond

Report to Committee

To: Community Safety Committee
From: Ted Townsend
Senior manager, Corporate Communications
Re: **Emergency Information Plan**


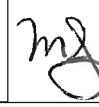

Date: March 28, 2014

File:

Staff Recommendation

That the Emergency Information Plan, as required under the British Columbia Emergency Program Act, be approved.

Ted Townsend
Senior Manager, Corporate Communications
(4399)

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

Staff Report

Origin

The British Columbia Emergency Program Act and the Local Authority Emergency Management Regulation state that *a local authority must, as part of the local Emergency Management Plan prepared by it under section 6 (2) of the Act*, ... “establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster.

In support of this requirement the Emergency Information Plan was adopted by Council in March 2007. Since that time, there have been extensive changes in communications best practises for emergencies, and this update was developed to ensure those changes are reflected in the City’s emergency planning. The Emergency Information Plan is the guide for providing emergency information to those impacted by the disaster; internal communications to staff and key stakeholders; and to support media relations activities.

The Plan 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

Responses to emergencies of all sizes have demonstrated that one of the greatest demands is the need for information. During an emergency, the City is inundated with requests from the public and the media for information. Emergency responders also have a critical need for timely and accurate information to effectively direct resources and operations.

In recent years, the prevalence of the Internet and the advent of social media and mobile devices have further heightened the importance of information during an emergency. Information now moves instantaneously and can become viral in its reach. The public has information constantly at its fingertips through mobile devices. Important information can be shared and residents can be mobilized much more quickly. However, misinformation can also spread more easily and critical messaging can easily be lost in the tidal wave of information.

While the Emergency Information Plan is a living document that is constantly evolving, a thorough overhaul was required to ensure it reflected current best practises, as it has been seven years since the plan was reviewed and formally adopted by Council. The updated Plan:

- Creates a framework to address media relations, coordination and monitoring, internal communications and the provision of public information.
- Establishes an Emergency Information Team to coordinate messaging and delivery, including their roles and responsibilities.
- Provides for activation of an emergency call centre to handle increased call volume, and a media centre to coordinate media requests, as required.
- Incorporates the use of social media for information gathering and dissemination.

- Establishes guidelines for the verification, approval and dissemination of information.
- Provides templates for communications and reference materials.
- Establishes training requirements for designated staff.

Next Steps

To implement the updated plan, the next steps include:

- **Training** - Orientation and media training sessions will be held to provide staff with designated roles and responsibilities an understanding of the emergency information functions as established by the plan and skills for working with the media. Additional media training will be provided for those staff who may act as spokespersons in an emergency situation.
- **Emergency Call Centre Operational Guide** – An update of the Emergency Call Centre Operational Guide is underway to provide staff with activation procedures, equipment instructions and step-by-step procedures and tools for operating the call centre.
- **Emergency Media Centre Operational Guide** – Development of an Emergency Media Centre Operational Guide is underway to provide staff with activation procedures, equipment instructions and step-by-step procedures and tools for operating the Media Centre.
- **Exercises** – Additional drills, tabletop and functional exercises will be held to familiarize staff with their roles, provide them with hands-on experience and to test the Emergency Call Centre Operational Guide and equipment. It is anticipated an exercise will be held in conjunction with this year's BC Shakeout province-wide earthquake drill in October, in which elements of the Emergency Information Plan will be tested.

Financial Impact

None; All activities are funded within the existing budget.

Conclusion

The Emergency Information Plan represents a comprehensive and coordinated approach to managing the dissemination of information during emergencies and disasters and addresses Council's legislative requirements under the BC Emergency Program Act.



Ted Townsend
Senior Manager, Corporate Communications
(604-276-4399)



Deborah Procter
Manager, Emergency Programs
(604-244-1211)

Emergency Information Plan

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1. Plan Approval and Authority

1.1 Plan Approval

As per the provisions of the Emergency Program Act, the original City of Richmond Emergency Information Plan dated March 20, 2014 was adopted by Council by Resolution No. **XX**, as the method for providing emergency information to impacted individuals during an emergency or impending disaster.

1.2 Plan Authority

1.2.1 Legislative Requirements

The Emergency Information Plan has been prepared pursuant to the requirements of the Emergency Program Act (RSBC 1996) of British Columbia and the associated Local Authority Emergency Management Regulation (BC Reg. 380/95). The regulation stipulates that:

- “A local authority must, as part of the local emergency plan prepared by it under section 6 (2) of the Act, ...establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster.”

This legislation also outlines that the local authority must:

- Prepare local emergency plans respecting preparation for, response to and recovery from the potential emergencies and disasters that could affect our jurisdiction.
- Establish and maintain an emergency management organization.
- Provide policy guidance and direction to the emergency management organization and procedures by which that guidance and direction is to be provided.
- Establish and maintain all emergency response staff assigned roles and responsibilities in the plan, including a training and exercise program.
- Coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters.
- Identify the procedures by which emergency resources can be obtained.
- Recommend to service providers the priorities for restoration of essential services not provided by the City.
- Require a periodic review and updating of the emergency plans.

Local Legislation and Agreements

Richmond City Council has approved the bylaws and agreements relevant to corporate and departmental emergency management as outlined in the following table:

Document Number	Name	Date Approved by Council
Bylaw 7898	Emergency Management Organization Establishment	March 14, 2005
Bylaw 6797	Emergency Communications Services – authorizes membership in E-Comm	October 27, 1997
REDMS 135090	Public Works Mutual Aid Agreement	February 14, 2000
Bylaw 6553	Agreements – Mutual Aid Fire Fighting Services	November 14, 1995
	Municipal Police Unit Agreement	April 1, 2012
Bylaw 7435	Pollution Prevention & Cleanup Regulation Bylaw	February 10, 2003

2. Introduction

2.1 Purpose and Scope

The Emergency Information Plan is designed to enhance emergency response and recovery efforts by outlining a strategy to provide prompt, coordinated and accurate information to all internal and external stakeholders in the event of an emergency or disaster. This plan is intended to be used by a core group of City of Richmond leaders, managers and staff, whose efforts must be coordinated on short notice, and conceivably under intense pressure.

Using the Emergency Information Plan as a guide, the City will assume lead responsibility for all communications for incidents which occur within the City of Richmond and for which the City has direct jurisdictional authority. Where an emergency or disaster occurs within the geographic limits of Richmond but is not within of the City's authority, the City will assume a supportive role, e.g. airplane crash on airport lands.

Implementation of the Emergency Information Plan is the responsibility of the Senior Information Officer, under the direction of the Emergency Operations Centre (EOC) Director, as designated within the Emergency Management Plan. The Senior Manager, Corporate Communications is designated as the Senior Information Officer in the Emergency Management Plan.

The Emergency Information Plan is based on the British Columbia Emergency Response Management System (BCERMS) standards and has adopted the response objectives, structure and functions prescribed. Specifically, the plan:

- Provides a framework to address:
 - Public notification and information
 - Media relations and coordination
 - Internal communications
 - Media monitoring
 - Social media
- Establishes an Emergency Information Team under the direction of the Senior Information Officer to coordinate and implement information gathering and communications to public, media and other key stakeholders.
- Assigns roles and responsibilities for the Emergency Information Team, key departments and response agencies.
- Establishes guidelines for verification, approval and dissemination of information.
- Introduces the concept of a Joint Information Centre to facilitate effective and coordinated messaging where multiple agencies, including the City, are involved.

The Emergency Information Plan is supported by a number of other documents, which includes operational guidelines for an Emergency Call Centre and Media Centre, contact lists, reference materials and templates for communications materials that may be used in an emergency situation.

2.2 Assumptions

The Emergency Information Plan is based on the following assumptions:

1. Richmond City Hall will be functional and able to support the Emergency Operations Centre, Emergency Call Centre and Media Centre.
2. Communication tools and mechanisms will be sufficiently operable to support the delivery of public information, e.g. internet, website, PCs, wireless networks, phones and cell phones.
3. The Information Technology department and/or the Logistics Section of the Emergency Operations Centre will provide technical communications support.
4. External agencies identified in this plan will have the capacity to deliver public information pertaining to their areas of responsibility.
5. Staff or their appointed alternates with identified roles and responsibilities within this plan will be available to carry out their duties as described.
6. Staff are familiar with their roles and responsibilities, and participate in training and exercises.

2.3 Hazard, Risk and Vulnerability Analysis

2.3.1 Hazard Identification

The City's Emergency Planning Committee has identified the most probable threats/hazards that could impact our community.

This list of hazards guides our emergency management efforts including public education programs, information provided on our website and pre-scripting key messages to the community for each of the hazards.

- Air crash
- CBRNE (Chemical, Biological, Radiological, Nuclear and Explosives)
- Critical infrastructure failure
- Dangerous goods spills
- Earthquake
- Flooding
- Medical emergency (pandemic, epidemic)
- Severe weather

2.3.2 Demographics

The dynamic composition of Richmond's community poses some unique challenges for the dissemination of information to the public in an emergency. A variety of languages are spoken in Richmond. With many residents speaking various languages, the Emergency Operations Centre and Emergency Information Team need to be prepared to respond to this challenge. To address this issue, Section 4.5 of this plan provides a list of resources for translation services.

3. Concept of Operations

3.1 Activation

The EOC Director, Senior Information Officer or other members of the Emergency Operations Centre Management Group, as established in the Emergency Management Bylaw No. 7898, have the authority to activate this plan at any time.

When the EOC or key functions of this plan, such as the Emergency Call Centre, are activated, all **EOC members** will be immediately notified of details: if they are needed, location to report to, time to report, first steps, routes, parking, etc. Once this is done the **media, public and all employees** will be notified via news release, email, social media or other means.

EOC Activated

Emergency communications support may be required at the site(s) of the actual incident. An Incident Information Officer will be designated or assigned to provide this support. The Incident Information Officer will report directly to the Senior Information Officer who manages emergency communication needs for public, staff and media. Situation updates will be communicated between the Incident Commander and the EOC Director or Operations Section Chief.

Media support may also be required at official emergency reception centres or shelters if activated and an Incident Information Officer may be assigned to assist staff at those facilities.

EOC Not Activated

Activation of the Emergency Operations Centre may not be required in all emergencies. However, resources and procedures identified within the Emergency Management Plan and the Emergency Information Plan may be required to manage the situation. The Incident Commander will notify and keep Corporate Communications apprised of the situation, as needed. When notified, Corporate Communications will serve as the communications link between site operations and senior management.

3.2 Levels of Response

The Emergency Information Plan has three response levels. At the onset of the emergency, the Incident Commander, Senior Information Officer and/or EOC Director, will conduct a situation assessment and based on the scale of the emergency, and anticipated level of public concern and media interest, will determine to which of the three response levels this plan is to be activated.

Level 1 – Minor Incident

A minor incident is a small event that is limited to one site, a limited threat to public safety or the reputation of the community, elected officials, administration or emergency response personnel, and limited need for dissemination of information to staff and public.

If the incident is minor, the plan is activated to Level 1 and emergency communications are handled on-site by the Incident Information Officer as appointed by the Incident Commander. The Incident Commander is responsible for all aspects of emergency communication in a Level 1 incident and may consult with Corporate Communications as required.

Level 2 – Moderate Incident

A moderate incident may involve multiple sites and/or various agencies; demonstrating a greater level of public interest, need for public information, and internal and interagency coordination.

In a Level 2 activation, the Senior Manager, Corporate Communications (or designated alternate) assumes the role of Senior Information Officer, as per the BCERMS response model, and is responsible for all aspects of emergency communication. The Senior Information Officer activates the Emergency Information Team for support as required. This team consists of:

- Information Coordinator
- Emergency Call Centre Coordinator(s)
- Media Centre Coordinators
- Social Media Coordinator
- Incident Information Officer(s)
- Designated Spokesperson(s)
- Support staff for above

Activation of the Emergency Operations Centre is optional and is situation dependent. The Senior Information Officer, in conjunction with the EOC Director, will determine resources required to proactively and effectively manage communication. When the EOC is activated the EOC Director must approve all communications.

Level 3 – Major Incident

A major incident poses a significant threat to life. The level of public interest and demand for information is anticipated to be extremely high. All levels of political involvement are high and the City's performance or reputation may be in question.

A Level 3 response is considered a full activation of the Plan, where all functions are activated:

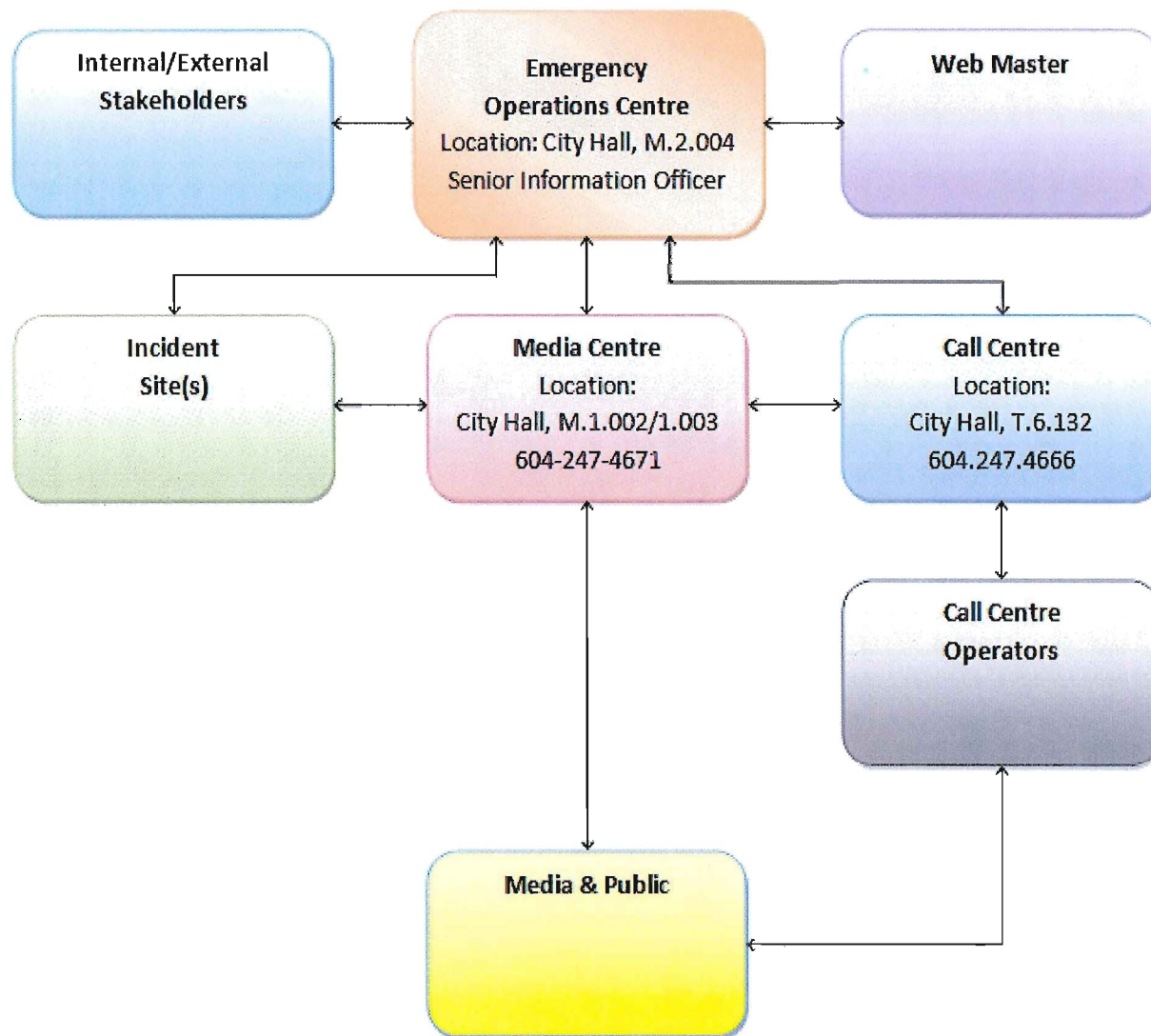
- Emergency Operations Centre
- Media Centre
- Social Media
- Media Monitoring
- Information Liaison
- Spokesperson(s)
- Emergency Call Centre
- Incident Information Officers
- Support staff for above

In a Level 3 activation, the Senior Information Officer coordinates all public information activities for review and approval by the EOC Director. The Liaison Officer at the EOC also supports the Senior Information Officer by liaising with local emergency agencies, and provincial and federal governments.

Examples of incidents that may require support, along with possible levels of response are shown in the table on the following page:

Type of Incident	ACTIVATION LEVEL		
	Level 1 – Minor	Level 2 – Moderate	Level 3 – Major
EOC Activation	No EOC activation	Optional EOC activation	EOC activation
Criteria to consider	<ul style="list-style-type: none"> • Small event such as minor flooding • Single site • No threat to public safety • Little or no media interest • Minimal need for information amongst staff and public 	<ul style="list-style-type: none"> • Medium sized event such as propane leak, major sink hole • Two or more sites • Several agencies involved • Limited evacuation • Increasing public and media interest 	<ul style="list-style-type: none"> • Multiple incident sites • Regional disaster such as an earthquake, pandemic • Multiple injuries or fatalities • Multiple agencies involved • Large public and media response
Response measures	<ul style="list-style-type: none"> • Responding department can manage • Senior Information Officer works directly with responding department to address communication requirements • Internal, web, social media and media communications developed as needed 	<p>Optional activation of key functions:</p> <ul style="list-style-type: none"> • Emergency Information Team • Media Centre • Emergency Call Centre • Social media • Media monitoring 	<p>All key functions activated:</p> <ul style="list-style-type: none"> • Emergency Information Team • Media Centre • Emergency Call Centre • Social media • Media monitoring
Approval Level of all communications	All communications are coordinated by Corporate Communications and approved by lead member(s) of Senior Management Team and/or Chief Administrative Officer	<p><u>EOC not activated:</u> Coordinated Corporate Communications and approved by lead member(s) of Senior Management Team and/or Chief Administrative Officer</p> <p><u>EOC activated:</u> Coordinated and approved by the Senior Information Officer and approved by the EOC Director</p>	Coordinated and approved by the Senior Information Officer and approved by the EOC Director

3.3 Emergency Information System



Site

The Incident Commander is responsible for the designation of an Incident Information Officer in consultation with the Senior Information Officer. The role of the Incident Information Officer(s) is to provide strategic communications support to the Incident Commander and first responders at the site; coordinate communications at the site, provide media briefings and tours at the site; and when activated, liaise with and coordinate key messages with the Emergency Operations Centre, through the Senior Information Officer.

Emergency Operations Centre

The Emergency Operations Centre (EOC) is located at **City Hall** (6911 No. 3 Road) in the **2nd floor meeting room M.2.004**. It is imperative that information being provided during an emergency is coordinated to avoid conflicting messages and to ensure that the public is provided clear instructions, and accurate and timely information. The EOC supports the incident site(s) and serves as the central coordination point for all public information, media relations, and internal and external and inter-jurisdictional communications.

Emergency Call Centre

The Emergency Call Centre is located at **City Hall** (6911 No. 3 Road) in the **6th floor computer training room**. The Emergency Call Centre is established to handle the increased call volume from the public and staff during an emergency or disaster.

The Emergency Call Centre will be staffed by employees dealing with the public on the frontlines. Emergency Call Centre procedures have been developed to provide call centre staff with instructions for activating the centre, handling public inquiries and tracking requests for information and service. Copies of the Emergency Call Centre Operational Guide are held by the designated Emergency Call Centre Coordinators and the Senior Information Officer and alternates.

Media Centre

The Media Centre is located at **City Hall** (6911 No. 3 Road) on the **1st floor of the Public Meeting Space in Rooms M.1.002 and M.1.003**. The media centre acts as a central gathering place to provide media with a functional working space and designated space to allow the City to provide the media and public with consistent, clear and timely communication through media conferences, briefings and interviews.

It is set up and managed by designated Media Centre Coordinators, as directed by the Senior Information Officer. The Media Centre takes media pressure off the EOC where strategic decisions are being made. Spokespersons and the Media Centre Coordinators will be briefed before attending the Media Centre. An Emergency Media Centre Operational Guide has been developed which includes instructions, checklists, forms and templates, procedures and equipment required to implement the operations of the centre. Copies of this Guide have been provided to designated Media Centre Coordinators, Senior Information Officer and designates.

Accessory equipment required to operate the Media Centre, along with a copy of the Emergency Media Centre Operational Guide are stored in the office of the Senior Manager, Corporate Communications on the 2nd floor of City Hall.

Offsite Media Centre

Depending on the nature and scope of an emergency, circumstances may dictate that media conferences or briefings be held outside of City Hall nearer the Incident Site or other locations. The Emergency Media Centre Operational Guide provides for this possibility and additional equipment has been set aside for this purpose and is stored at the same location as official Media Centre equipment.

Joint Information Centre

During very large-scale events with a high demand for information and where multiple agencies are involved, a Joint Information Centre (JIC) may be established, either virtually or physically by the lead agency. The JIC will serve as a clearinghouse for all emergency information to ensure accuracy, consistency and clarity in messaging.

Information Officers from various organizations involved in the emergency can share and exchange critical emergency information, participate to create standardized emergency messaging, discuss concerns regarding discrepancies or gaps in emergency information, and participate in centralized media briefings, as required or appropriate.

The actual method of operating a JIC – physical or virtual – will be determined in each emergency situation based on the available resources, such as physical location, host agency or administrator for the function, and the needs, practicality and accessibility to participants.

The advantage of a JIC is that it ensures participants have the most current and accurate information about the overall event and any specific incidents, from the multiple perspectives of the various participants. For this reason, the primary objective of a JIC is the coordination of information, following a collaborative model, rather than the 'command and control' of information; ultimate authority to release or manage information ultimately comes back to the individual responsibilities of the various participating agencies.

3.4 Methods of Communication

Internal and external communications and media relations tools used to disseminate information, will include, but are not limited to:

- Web and social media postings
- News releases
- Public service announcements
- Backgrounders and FAQ sheets
- Video

Methods of delivery to be used include:

- City website and social media
- Email
- News conference, media briefings and interviews

Templates and sample news releases have been developed to support implementation of the Emergency Information Plan.

The following tools and services will also be used to support media relations activities and the operations of the Emergency Information Plan:

Internal Communications

Email, Intranet postings, phone or direct face-to-face communication provide the quickest and most effective ways to reach most staff. When communicating to staff about Emergency situations, priority should be given to briefing City Council, the Chief Administrative Officer and Senior Management Team on an as needed basis as determined by the EOC Director and Senior Information Officer.

Priority should also be given to providing information to Front of House and Dispatch staff, along with Administration reception and Councillor's Office staff as these frontline staff are most likely to encounter questions and concerns from the general public and other staff. Direct communication by email, phone or in person are the best practises in this case.

Emergency Notification System

The City will be implementing an emergency public notification system. Once launched, this web and GIS based system will support the quick dissemination of information to segments of the community and notification of internal staff and volunteers, by broadcasting brief messages via the telephone, cell phone, pagers and email. Primary users of the system will include first response agencies and partners – Emergency Management Office, RCMP and Crime Watch, Richmond Health Services, Richmond Fire Rescue, and Public Works.

The capacity of the system is determined by the number of calls being made as well as the length of the message. Possible scenarios for usage include localized chemical spills, missing children alerts, crime watch notifications and boil water advisories.

As the City has only partial access to phone and email information of the public, citizens will have to enrol to ensure all their points of contact (phone, cell phones and email) are available to the City in case of emergency. As some citizens may not register, this system is considered complimentary to the other communication activities which will take place to help ensure comprehensive dissemination of information.

Corporate Website

The City's corporate website (www.richmond.ca) is an essential tool for providing information to all audiences. A regularly updated website can minimize the call volume for the emergency call centre and reduce the demand on the Emergency Information Team by providing key background information and directions, an archived or chronological listing of news releases and photo resources for the media. Pre-scripted messages are regularly updated and are ready for quick upload during an emergency.

In an emergency situation, existing website staff (as identified in the Emergency Information Plan) can provide assistance in posting emergency information. The Information Coordinator, as designated in the Emergency Information Plan, would assume the lead responsibility for website postings, if activated. In addition, a number of Corporate Communications staff and other City staff have the ability to post notices to the City website, including the home page.

Social Media Channels

Social media channels are playing an increasingly significant role in communicating the real time status of emergencies – from the victims' perspective, the emergency service providers' and also from the media. Social media tools are being used at an increasing rate by emergency responders to both gather and disseminate information during emergencies. The public and media rely on social media to receive timely information at a time when other forms of communications may be inaccessible. Social media may be the only easily accessible information source for people during power outages or when they are away from home due to evacuations or other circumstances.

Social media channels such as Twitter, Facebook, YouTube and Flickr provide a means for people to share information and reach a worldwide audience instantaneously.

The importance of social media falls in both monitoring social media sites to see what people are saying about the emergency, as well as contributing relevant, accurate, timely information to the existing conversations. Because of the nature of social media content (real time, contributed by anyone and everyone, viral dissemination), errors in fact and information occur. Caution must be taken to ensure errors in fact and communication are not amplified. The City plays a huge role in providing accurate, timely information, and will be considered a credible source.

The degree to which the City will utilize social media tools will depend on both the scope of emergency and the resources available to allocate to these tools.

The City has developed a RichmondBCAlert Twitter account to support emergency communications. Emergency communications can also be distributed via the City's corporate Facebook page, our general Twitter account, and YouTube channel and/or affiliated social media channels. In the event it is deemed necessary/valuable, the City may implement additional social media channels, to compliment others noted in this plan. This plan designates a Social Media Coordinator and Social Media Assistant, who may be activated if required in an emergency. At all other times, social media emergency response will be co-managed by the Corporate Communications and Emergency Programs offices.

Corporate Intranet (Internal)

Internal communications is a priority. Keeping staff apprised of the situation can provide peace of mind, instill confidence, address questions from the public and help ensure staff are able to provide the continuity of the City's essential services.

The City's corporate intranet will be a primary tool used for internal communications to provide regular updates to our employees. In emergencies, the Senior Information Officer may also authorize use of an all send email to augment communications to staff.

Most City staff with access to the City's internal network can post on the intranet site. In emergency circumstances, there is the ability to create a highlighted posting at the top of the intranet home page for added prominence. Designated web staff are able to perform this function. In addition a number of Communications staff and Administration support staff have been provided with rights and training to post to the web site and to its home page.

The intranet is only accessible by those with a City email address; and through onsite work computers or off site via the City's VPN (assigned by request to a number of staff). This means that the intranet is most valuable during regular working hours when the majority of staff has access to real time and older posts. As such, additional employee communications will be required.

An Electronic Bulletin Board (Internal)

An electronic bulletin board is located outside at the City Works Yard and serves as a way of conveying messaging to employees who work out of this site. Most of these employees have outdoor jobs and have limited or no access to online mediums during the course their work day. Messaging on the bulletin board can be placed by contacting the Director, Public Works.

Media Conferences / Media Briefings

Regular media conferences or briefings provide an important opportunity to get important messaging to the public and other stakeholders, through the broader audiences reached by media. It also provides an opportunity to provide media with updated facts key messaging and images.

Media conferences are generally considered more formal in nature with advanced notice and media kits may be prepared.

Media briefings are usually less formal in nature and may be held in the Media Centre or out in the field.

Both media conferences and briefings should be coordinated and:

- consider the best location for all who will be attending (e.g. spokespeople, the media);
- be planned with other jurisdiction agencies, in a multi-jurisdiction event, so each relevant spokesperson has the opportunity to get there and participate; and
- consider time for the media to arrive as well as holding it with the deadlines of the media outlets attending.

Depending upon the location of the media conference or briefing, additional equipment may be required for set-up. An inventory of support equipment and materials has been developed to support the staging of media conferences both within the designated Media Centre and at offsite locations.

Media Pool Coverage and Site Tours

In many emergencies, operational needs, privacy and other concerns will require that access to incident sites be controlled. However, providing media with access to an incident site can further support efforts to access important, accurate information. Media will strive to get images and information from as close to an incident as possible and may violate security boundaries and interfere with operations in attempting to get access. Failure to provide media access can also lead to misinformation and speculation being reported.

Media pool coverage is one strategy to meet the media's needs when there is limited space or security considerations. A camera crew and reporter(s) is assigned to cover a story or event on behalf of all media and will share video footage and other materials with them.

Where possible, site tours can be coordinated by the Incident Information Officer in coordination with the Site Safety Officer and the Incident Commander.

Facility Message Boards

A number of civic facilities have electronic or other message boards installed outside their buildings. These can be used to disseminate brief emergency messaging. As these signs are often located in high traffic, prominent locations they can be a useful tool to augment other communication efforts.

Visual Communications

While most communications will be text-based, visual communications, including, photos, videos, maps and graphics can be powerful tools in communicating information about emergencies. Staff assigned to roles in the Emergency Information Plan have access to a variety of devices and programs that allow for capture of photos and videos, which may be then used to support communications to the public, media and other audiences and/or posted to the City's website or social media channels.

Short videos can be provided in a timely fashion and used to provide key information and/or direction to the public. Media conferences and briefings can be videotaped and posted online for information and archival purposes.

3.5 Communication Services

Translation Services

To ensure that crucial information reaches all segments of the community, information may need to be provided in different languages. Language and translation services including multilingual volunteers to support our Emergency Call Centre, and assistance with translation of public information materials may be provided by:

- The City's contracted professional translation services
- ESS Partners & Community Agencies
- The Society of Translators and Interpreters of BC – for referrals to certified translators and interpreters
- Sign Language interpreters
- Emergency Social Services Volunteers
- City of Richmond employees

Media Monitoring

Media monitoring is essential during a disaster to gain an understanding of perceptions and ensure that the information being released is accurate and consistent.

While the emergency call centre will provide some degree of media monitoring, the following resources can also be used to provide media monitoring services:

- **Infomart.ca** is Canada's largest provider of media monitoring, financial and corporate data, including more than 1,100 news and blog sources from coast to coast and internationally. The City's annual paid subscription provides one-stop shopping for timely, reliable, in-depth Canadian news and business information – full-text news from newspapers, magazines, broadcast media, the internet, social media and blogs, and access to archives.

The City receives daily ongoing monitoring of most English-language print, television and online media through Infomart for 10 designated users. This service provides the ability to receive daily reports tracking stories on pre-selected subjects or to search for current and archived stories on emerging issues with the ability to produce reports on specific issues, incidents and topics. The Emergency Operations Centre can access this service as necessary through the Senior Information Officer or designates and/or through the designated Law and Community Safety Department service user(s).

- **Chinese InforMedia** is a local public relations company specialized in the Canadian Chinese community and media, based in Vancouver. Chinese InforMedia assists the City to comprehensively understand and communicate with the Canadian Chinese community, and provides expertise in Chinese media relations and translation and interpretation services.

The City receives twice monthly summary digest reports on coverage of Richmond issues within the three regional Chinese-language dailies. Full translation and/or more timely reports are also available through this service, which is provided by Chinese InforMedia Services. The Emergency Operations Centre can access this service as necessary through the Senior Information Officer or designates and/or by contacting the service directly.

- **Google Alerts** is a free, automated Web search service offered by the search engine company Google. People can use it to select key words and search terms, the request Google to monitor the Internet for the words/terms and email results to them on a daily, or more frequent, basis.
- **SnagIt** is a software program that allows for screen capture of online information including website pages, or social media pages. As these pages can change rapidly during an emergency, ability to capture and print pages can be useful in gathering information during a developing emergency. Corporate Communications has SnagIt installed on two of its computers and this service can be accessed by the Senior Information Officer as required.
- **Television access (WinTV) through PC** is available on two desktop PCs in the Corporate Communications department on the 2nd floor in City Hall, as well as two laptops designated for the Senior Information Officer and staff within the EOC.

NOTE: A quiet room should be made available for an assigned person to monitor media via radio, television and internet. If possible, the room should be close in proximity to the EOC and have PC, TV and radio access (battery/AC operated – not solar.)

4. Roles and Responsibilities

4.1 Emergency Information Team

The following section provides detailed roles and responsibilities for key staff that form the emergency public information team as well as partner agencies with a role in disseminating public information during an emergency. This information is provided in the following formats:

- Emergency Management and Emergency Information Management charts illustrating the structure of key personnel during an emergency or disaster.
- Table summarizing Staff Roles & Responsibilities.
- Detailed descriptions of Roles & Responsibilities key personnel and agencies.

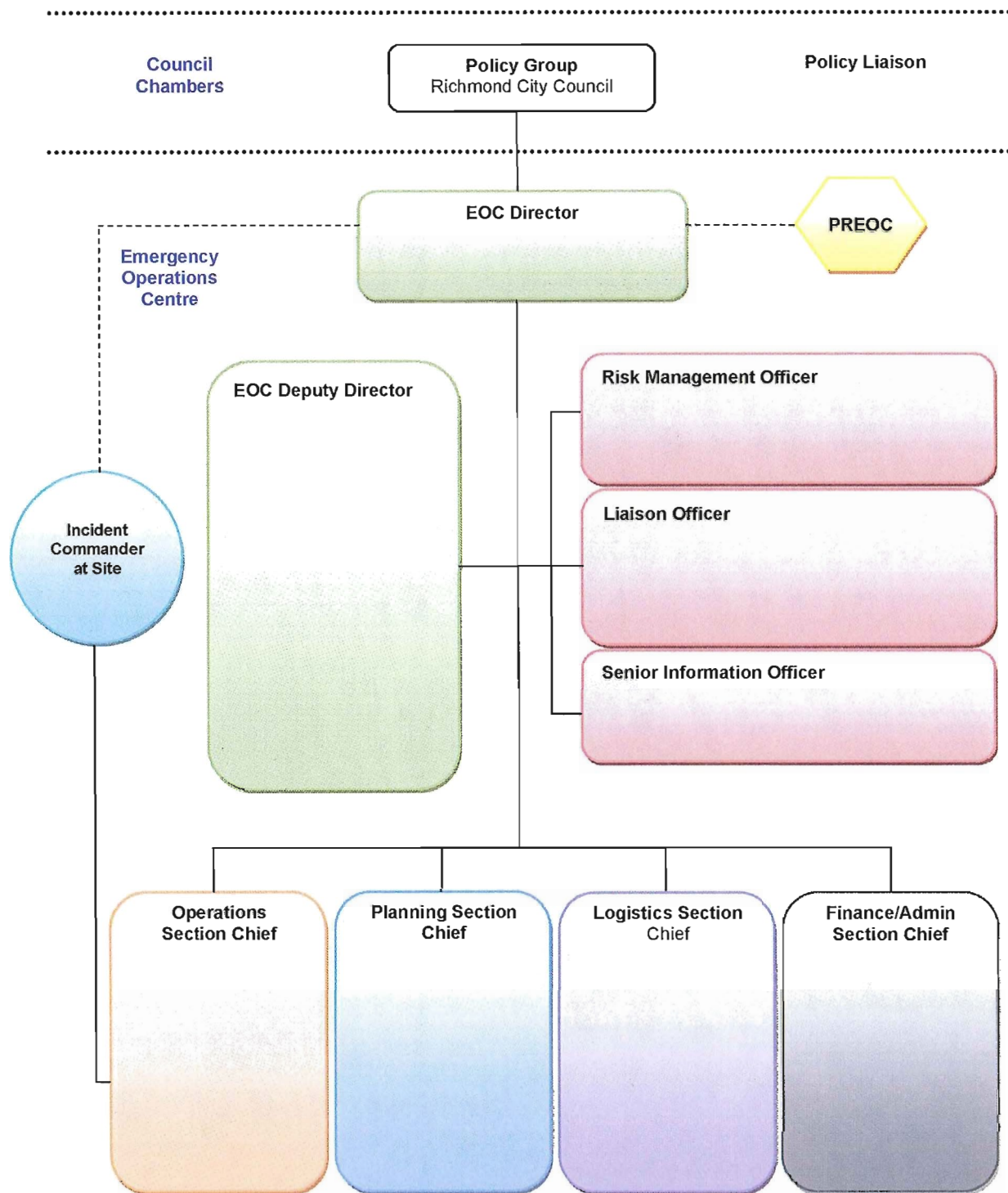
As outlined in the British Columbia Emergency Management System (BCERMS) guidelines, during major emergencies, regular City titles are not used. For consistency and ease of identification by and with other government and non-government agencies, BCERMS titles, as described in this section, are utilized. For Richmond-specific, customized roles, employees with particular skills and experience have been chosen. Full tables with titles and names of designated staff are maintained by Corporate Communications and Emergency Programs.

Multiple staff have been designated for each role within the Emergency Information Plan. This planned redundancy provides alternates should the primary designates be unavailable in an emergency. It also provides for the ability to relieve staff, as required, during extended emergencies.

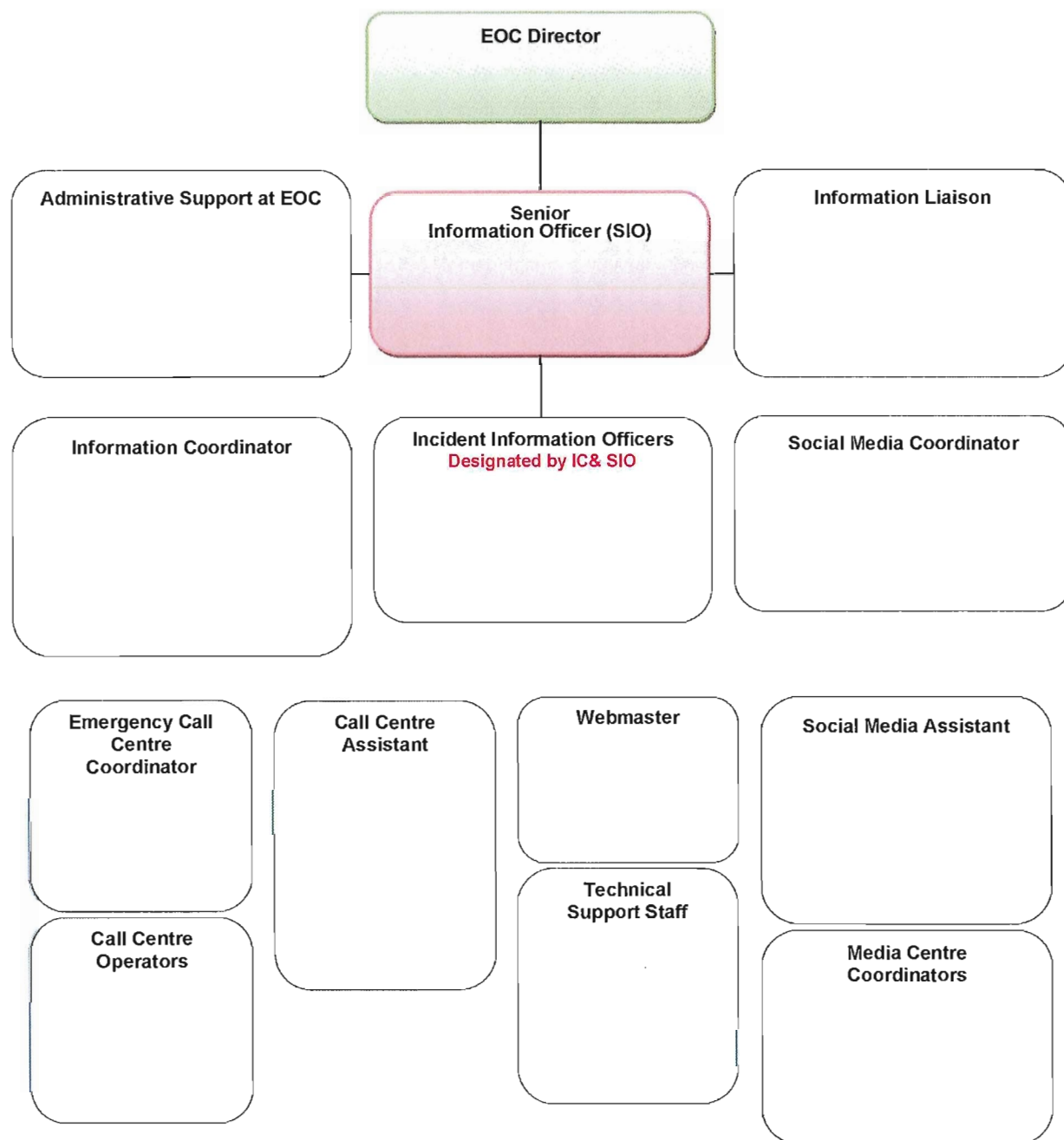
All staff designated with roles within the Emergency Information Plan are selected by the Senior Information Officer in consultation with Emergency Programs and the employees' managers. The Senior Information Officer works with Emergency Programs to ensure that designated staff receive training necessary to fulfil specified roles and responsibilities.

The Senior Information Officer will select or re-assign staff for designated roles as required due to personnel, organization or other changes in circumstances.

4.1.1 EOC Organization Chart



4.1.2 Emergency Information Organization Chart



4.1.3. Staff Roles and Responsibilities

General responsibilities for staff assigned roles in the Emergency Information Plan are provided in the following table. Detailed procedures in the form of checklists for each of these positions are available in the Emergency Operations Centre Operational Guide and the Emergency Call Centre and Media Centre Operational Guides.

Emergency Position	Regular Position	Reporting to	Tasks
Primary Spokesperson & Policy Group	Mayor & Councillors	City Hall, Anderson Room	<p>As Spokesperson(s):</p> <ul style="list-style-type: none"> • Reassure the public by acting as spokespersons, as determined at the time of the incident by the EOC Director and Senior Information Officer. • Provide information regarding the City's overall response strategy and political issues via media interviews, news conferences and other public appearances.
EOC Director	See appendix	Emergency Operations Centre <i>Policy Group</i>	<p>Direct, in consultation with the Senior Information Officer, the implementation of the Emergency Information Plan and designation of primary and technical spokespersons.</p> <p>Approve all public information materials.</p> <p>Liaise with Policy Group and/or elected officials.</p>

Emergency Information Plan

Emergency Position	Regular Position	Reporting to	Tasks
Senior Information Officer		Emergency Operations Centre <i>EOC Director</i>	<p>Create and manage all internal and external communications, including interviews and news conferences, intranet and website, social media postings, backgrounders, news releases, etc.</p> <p>Provide briefings and information to Council, Senior Management Team and other key staff as needed.</p> <p>Work with other response agencies that have a need to release information to the media about the emergency.</p> <p>Notify, activate and lead the Emergency Information Team.</p> <p>Serve as a central coordination point for all information issuances, media relations, internal and inter-jurisdictional coordination.</p> <p>Ensure that the public within the affected area receive accurate, timely and relevant information about life safety procedures, public health advisories, relief and assistance programs and other vital information.</p> <p>Ensure Call Centre is established for the public to access information and advice as required. Provide timely and accurate messaging sheets to ensure confirmed and approved information.</p> <p>Coordinate news releases with officials representing other affected emergency response agencies.</p> <p>Source or develop photos, videos and other visual images to support Communications activities.</p> <p>Ensure media and social media are monitored for critical information in support of response activities.</p> <p>Develop format for news conferences and media briefings.</p> <p>Work with the Emergency Management Office to ensure this plan is maintained, as per Section 7 of this plan, including staff training & exercises.</p>

Emergency Position	Regular Position	Reporting to	Tasks
Information Coordinator		Emergency Operations Centre <i>Senior Information Officer</i>	<p>Serves as the link between the Senior Information Officer and the Emergency Information Team.</p> <p>Assist Senior Information Officer with information gathering, media monitoring, and dissemination of information to key stakeholders.</p> <p>As directed, coordinate media interviews, news conferences, create and disseminate approved communication materials.</p> <p>Assist the Senior Information Officer as the central coordination point for all public information issuances, media relations, internal and inter-jurisdictional communication.</p> <p>Assist with research, writing, approval and distribution of public information materials, including fact sheets, web notices, backgrounders, news releases, and news conferences.</p> <p>Source or develop photos, videos and other visual images to support Communications activities.</p> <p>Liaise with other members of the Emergency Information Team.</p> <p>Support the Senior Information Officer by maintaining records and logs, managing incoming calls and supervise administrative support.</p>
Administrative Support		Emergency Operations Centre <i>Senior Information Officer</i>	<p>Support the Senior Information Officer by maintaining records and logs, managing incoming calls.</p> <p>Support the Emergency Information Team at the EOC with the preparation of communication materials and forms, and the dissemination of information, as directed by the Senior Information Officer.</p> <p>Assist the Senior Information Officer in managing media inquiries, including receiving and logging media calls and emails and providing information to Senior Information Officer for response.</p>
Information Liaison		Emergency Operations Centre <i>Senior Information Officer</i>	<p>Support Senior Information Officer in providing updates to Mayor and Council, Senior Management Team and other key stakeholders and assist in responding to questions from those stakeholders.</p> <p>Together with the EOC Liaison Officer, coordinate information with other agency information officers.</p>

Emergency Position	Regular Position	Reporting to	Tasks
Social Media Coordinator		Emergency Operations Centre <i>Senior Information Officer</i>	<p>Coordinates dissemination of approved information via the City's social media channels as directed by the Senior Information Officer.</p> <p>Coordinates utilization of social media channels for crowd sourcing from public and media.</p> <p>Monitors social media channels as an information source and briefs the Senior Information Officer on pertinent information.</p> <p>Seeks to disseminate social media postings through partner, media and general social media channels.</p>
Social Media Assistant		Emergency Operations Centre <i>Social Media Coordinator</i>	<p>Assists the Social Media Coordinator in dissemination of approved information via the City's social media channels as directed by the Senior Information Officer.</p> <p>Supports utilization of social media channels for crowd sourcing from public and media.</p> <p>Monitors social media channels as an information source and briefs the Senior Information Officer on pertinent information.</p> <p>Seeks to disseminate social media postings through partner, media and general social media channels.</p>
Emergency Call Centre Coordinator		Emergency Call Centre City Hall, 6th floor Computer Training Room <i>Senior Information Officer</i>	<p>Staffs, sets up and manages the Emergency Call Centre.</p> <p>Responds to, researches and re-directs calls from the public.</p> <p>Liaises with the Senior Information Officer and Information Coordinator at the EOC to ensure consistency of messaging, reporting inconsistencies in media and issues arising from public's calls.</p> <p>Work with the Emergency Management Office to ensure Emergency Call Centre staff and volunteers receive ongoing training, maintain the callout list and participate in regular exercises.</p>
Call Centre Assistant		Emergency Call Centre City Hall, 6th floor Computer Training Room <i>Call Centre Coordinator</i>	<p>Assist the Call Centre Coordinator with the set up and operations of the call centre.</p> <p>Provide support to call centre operators.</p>

Emergency Position	Regular Position	Reporting to	Tasks
Media Centre Coordinator		Media Centre City Hall, Rm 1.003 Senior Information Officer	<p>Staff, set up and co-ordinate the Media Centre.</p> <p>Provide overall media relations support by ensuring pertinent information is distributed to internal and external audiences.</p> <p>Receive and accredit media personnel at the Media Centre, where appropriate.</p> <p>Work in conjunction with Senior Information Officer and Emergency Call Centre Coordinator to tend to the logistical and briefing needs of the media and spokespersons.</p> <p>Coordinate the setup of on-site news conferences.</p> <p>Work with the logistics section of the EOC to address any technological needs.</p> <p>Assist the Senior Information Officer in managing media inquiries, including receiving and logging media calls and emails and providing information to Senior Information Officer for response.</p> <p>Videotape media conferences and briefings for online posting and archival purposes.</p> <p>Work with Emergency Management Office to ensure Media Centre staff receive ongoing training, maintains the callout list and participate in regular exercises.</p>
Technical Support		<i>Senior Information Officer or EOC Logistics Section</i>	<p>Assist with the set up of telephone and fax lines in the Call Centre and Media Centre.</p> <p>Provide ongoing technical support.</p> <p>Provide regular reports on the call centre volume, length of calls, time in queue, etc.</p>
Webmaster		Media Centre City Hall Rm 2.004 Media Centre Coordinator	<p>Post approved news releases, backgrounders, FAQ on City's website and intranet as quickly as possible.</p> <p>At the direction of the Senior Information Officer, ensure pertinent information, such as news releases, scheduling of news conferences, etc. is available at the Media Centre, on the City's web site, as well as the corporate intranet.</p> <p>Work with logistics section at the EOC to address any technological needs.</p>

Emergency Information Plan

Emergency Position	Regular Position	Reporting to	Tasks
Incident Commander	Determined by the Incident and Responding Agency(s)	Site	<p>Designate Incident Information Officer(s), as required.</p> <p>Manage the site response to media requests and demand for public information.</p> <p>Ensure consistency with key messages and strategies established by the Senior Information Officer.</p> <p>Act as a Technical Spokesperson as determined by EOC Director and Senior Information Officer.</p>
Incident Information Officer(s)	Designated by Incident Commander and/or Senior Information Officer	Site <i>Incident Commander/ Senior Information Officer</i>	<p>Provide overall media relations support to first responders at the incident site.</p> <p>Logging media relations interactions at the site and reporting this information to the Senior Information Officer.</p> <p>Direct media questions to Senior Information Officer that they are unable or unqualified to answer.</p> <p>Work with Incident commander to gather photos and video from the site to support Communications and operational needs.</p> <p>Coordinate media tours on site.</p> <p>Information Officer(s) designated in this plan may also be augmented by trained communications staff from Richmond Fire Rescue, RCMP, Emergency Social Services and other partner agencies as appropriate.</p>

5. Communications Strategy

5.1 Emergency Information Commitment

We care about our citizens, our community, our economic landscape and our environment. Our communications will be conducted in a manner that is:

- SMART (Specific, Measurable, Actionable, Relevant, Timely)
- Transparent
- Compassionate and understanding
- Coordinated and integrated

While communicating before, during, and after emergencies or disasters, we will remain honest and accessible to all stakeholders – always sensitive to their needs.

5.2 Media Relations Policy

Media provide an effective method of quickly disseminating information during an emergency. Information will be provided to media in a timely fashion through news releases, social media, media conferences, briefings and interviews. In a major emergency we may activate a Media Centre to serve as a central point for media conferences and briefings.

The Emergency Information team will support media relations activities as follows:

- Develop strategies for managing issues that have or may arise
- Manage, coordinate and prioritize requests for media interviews (i.e.: local media are often the best first story tellers as they are usually the most accurate – they know the city.)
- Deliver key messages and provide updates to the media
- Schedule media interviews and news briefings with spokesperson/area experts
- Work with response agencies that have a need to release information to the media about the emergency – research their position, what they are saying and how joint communication efforts can be managed
- Brief and prepare spokespersons for media interviews/briefings
- Prepare and distribute key messages and communication pieces. (e.g.: fact sheets, media advisories, news releases)

Media Spokespeople

The Mayor and Councillors will be the City's primary spokespersons during an emergency.

Corporate Communications and Emergency Programs will work with senior staff to keep Mayor and Councillors informed and to coordinate media activities related to the emergency. In an emergency situation it will be important for Mayor and Councillors to be continually briefed in order to ensure that all information provided to the public is current and accurate.

When the Emergency Operations Centre is activated, additional media relations activities may be required to support the City's emergency response. In general, media interviews are to be conducted by designated spokespersons, in accordance with BCERMS standards.

Depending on the emergency and level of response required, the Incident Commander(s), EOC Director and Senior Information Officer will appoint a senior, credible person available to act as the official spokesperson for the City's emergency operations. The official spokesperson (or designate) will be the designated Staff representative to speak:

- On the community's overall emergency response and recovery efforts.
- Strategic operational decisions and policy issues.

The Incident Commander, in conjunction with the Senior Information Officer, will assign key operational personnel to provide technical support to the spokesperson and speak about matters within their area of expertise. These personnel may provide interviews to the media on strategic operational decisions or policy issues if authorized by the Incident Commander/EOC Director or Senior Information Officer.

City of Richmond staff with an emergency response or recovery role may agree to be interviewed by the media provided they only speak about matters within their area of responsibility and that they have the approval of the Incident Commander, Senior Information Officer or EOC Director. These personnel should only speak to the media on strategic operational decisions, policy issues or issues related to their specific duties with regard to the emergency (i.e., if an employee is sandbagging, they can talk to the media about how they sandbag.)

Preparing Spokespersons for a Media Interview

When possible and appropriate, the Senior Information Officer and designates will prepare designated spokespersons for media interviews and briefings as follows:

- Situation update
- Needs of reporter(s) – story angle, type of reporter, reporter's attitude, questions likely to be asked, other organizations or people the reporter will be interviewing
- Public attitudes (general public, stakeholder organizations, special interest groups)
- Potential questions or issues that might come up
- Key messages
- Sensitive or confidential issues
- Interview or briefing logistics (time, location, format and time limit)

When working with the media in an official capacity:

Always:

- Seek advice and support from the Senior Information Officer when desired or when in doubt about how to respond
- Agree to be interviewed only if you personally want to do it – follow the framework of the media relations' policy to determine if you are authorized
- Respect the principal of security, the judicial process and laws governing the disclosure of information

Avoid:

- Responding to media inquiries that fall outside your personal experience or expertise, unless otherwise approved by the Senior Information Officer or designate
- Undermining the safety of response personnel or the success of response and recovery operations
- Speculating about events, incidents, issues or future policy decisions
- Offering personal opinions
- Discussing advice given to superiors

5.3 Audiences

Open lines of communication will be established with internal and external audiences, which may vary depending on the type and severity of the emergency.

A selection of primary stakeholders from both internal and external audiences is listed below. Specific information needs and modes of dissemination for each identified group are outlined in the Specific Stakeholder Information Needs table on the following page.

Internal Audiences

- Emergency management operations group
- First responders
- Mayor and Councillors
- Senior management team
- Front of House, Dispatch Staff, Administration reception and Councillor's office staff
- City staff
- City of Richmond volunteers

External Audiences

- People directly impacted by the emergency
- General public
- Media
- Neighbouring communities
- Emergency response and recovery stakeholders (i.e., industry, Canadian Red Cross, regional health authority, school board(s), airport authority, Public Safety Canada, Emergency Management BC, other provincial/federal agencies)
- Family members of City staff
- Special interest groups

Specific Stakeholder Information Needs

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
EOC Director, Mayor and Council	To ensure high-level understanding of events and consistency in messaging.	<ul style="list-style-type: none"> • Potential issues • Potential media and public interest • Media and public activities • Communications strategies and key messages 	<ul style="list-style-type: none"> • Telephone • Cell phones/ Smart phones • Individual and group briefings • Email • Text • Satellite phones • UHF/VHF radio 	<ul style="list-style-type: none"> • Status reports • Roles and responsibilities • Key messages • Speaking notes <ul style="list-style-type: none"> • Collateral materials for media/public briefings • News releases • Media monitoring reports
Stakeholder Information Officers (i.e., police, industry, government, or spokespersons)	To ensure consistency in communications across stakeholder agencies.	<ul style="list-style-type: none"> • City of Richmond's role/responsibility in the emergency • Potential issues that may impact their organization/clients • Potential media and public interest • City of Richmond's key messages communications strategies • Potential joint communications strategies • Immediate or potential support/action required 	<ul style="list-style-type: none"> • Email • Telephone • Cell phones/Smart phones • Text • Website • Individual and group briefings • EOC attendance 	<ul style="list-style-type: none"> • Government information centres • Conference calls • Group e-mails • News releases • Status reports
City Staff	To ensure staff know what to do and where to go during an emergency.	<ul style="list-style-type: none"> • Impact on staff • Actions staff must take • Support required • Impact on operations • Employee Information Line 	<ul style="list-style-type: none"> • Intranet • Email • Telephone • Cell phone/Smart phones • Face-to-face • Website/Social media • Call Centre • Media Reports – print, radio & television • Employee/family information line • Emergency Notification System • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • Staff bulletins • Staff information sessions • Intranet information • Emails • News releases

Emergency Information Plan

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
Family members of City staff	Assurance that staff members are accounted for and cared for. Family needs being met while staff member is working.	<ul style="list-style-type: none"> • Impact on their family member • Actions they should take • Reassurances on issues with regard to safety and well being of staff members and others who have been impacted 	<ul style="list-style-type: none"> • Website • Media Reports – print, radio & television • Call Centre • Employee/family information line • Emergency Notification System 	<ul style="list-style-type: none"> • Status updates on events • Employee lounge with phones and computers • News releases
People directly impacted	Assurance that City is properly addressing the situation and public feel that they are receiving up-to-date information on issues and services.	<ul style="list-style-type: none"> • How they can get help • How they can help themselves • Safety precautions to take 	<ul style="list-style-type: none"> • Website • Social media • Media Reports – print, radio & television • Call Centre • Reception Centres • Emergency Notification System • City facility message boards • Telephone calls, email, • Door-to-door • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • Response updates • Evacuation notices • Disaster response routes • Reception centres • Advisories, safety tips • Shelter-in-place • Disaster financial assistance • Critical incident stress information
Family of people directly impacted	To make people aware of ways to connect with family members.	<ul style="list-style-type: none"> • Status of family member • How family members can be contacted • Actions they should take • Reassurances on issues with regard to the safety and well being 	<ul style="list-style-type: none"> • Website • Social media • Media Reports – print, radio & television • Call Centre • Reception Centres • City facility message boards • Emergency Notification System • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • Location and purpose of Reception Centres • News releases

Emergency Information Plan

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
Media	Timely, accurate forthcoming messages. Media gathered at Media Centre allows for efficient consistent messaging.	<ul style="list-style-type: none"> • Access to appropriate spokespersons • Safety precautions/actions the public needs to take • How their information, interviews and picture needs will be met • Location of Media Centre 	<ul style="list-style-type: none"> • Media Releases, advisories • Media Centre • Face-to-face (media conference, briefings, interviews) • Website • Social media • Email • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • News releases • Media advisories • Media/press conferences • Fact sheets • Photos and video • Tweets and Facebook postings
General public	Assurance that City of Richmond is properly addressing the situation and public feel that they are receiving up-to-date information on issues and services.	<ul style="list-style-type: none"> • Safety precautions/actions the public needs to take • How they can volunteer to help • If donations are being accepted where and specifically what type of donations are needed 	<ul style="list-style-type: none"> • Website • Social media • Media Reports – print, radio & television • Call Centre • City facility message boards • Emergency Notification System • Door-to-door • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • News releases: website and social media • Messages: <ul style="list-style-type: none"> • Stay away from the area impacted • Stay off the phone • Disaster response routes – keep roads and phone lines available for emergency use • Stay tuned to local media for further information.
Emergency Management BC	General update, early identification of concerns regarding response approach.	<ul style="list-style-type: none"> • Required status reports • Copies of all news releases 	<ul style="list-style-type: none"> • Telephone • Cell phones/Smart phones • Email • Satellite phone • Emergency radio 	<ul style="list-style-type: none"> • EOC status updates • News releases
Businesses in Richmond	Business has the tools required to recover as quickly as possible.	<ul style="list-style-type: none"> • Recovery issues, i.e., how to locate engineers for building safety issues • How to get rapid issuances of permits for recovery • Care of employees 	<ul style="list-style-type: none"> • Website (Business Recovery Guide) • Media Reports – print, radio & television • Social media • Emergency Notification System • City facility message boards • Telephone/email • Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> • News releases, website and social media • Messages • How to apply for Disaster Financial Assistance • Critical Incident Stress Information

Audience	Objective	Information Needs	Methods of Dissemination	Tools/Samples
EComm/ 911 Dispatchers	Accurate information is being conveyed to callers.	<ul style="list-style-type: none"> Current information on events for consistent and accurate messaging to callers 	<ul style="list-style-type: none"> Fax Email Telephone Satellite phone 	<ul style="list-style-type: none"> Status reports News releases Fact sheets
City of Richmond Dispatch, Call Centre Staff	Accurate information is being conveyed to callers.	<ul style="list-style-type: none"> Current information on events for consistent and accurate messaging to callers 	<ul style="list-style-type: none"> Email Telephone Face to face Intranet Website Social media Satellite phone Uniform Signage/notices/info posted in public areas 	<ul style="list-style-type: none"> Status reports News releases Fact sheets

5.4 Key Messages

Messages that are conveyed to the public in an emergency must be simple and brief, addressing:

- What happened
- What are we doing about it
- What changes will we make to ensure that it does not happen again

Initial Hours

Early in the emergency, as people are struggling to gather information there may be little solid information to provide to the public about what happened and why. While initial information may not be 100 per cent accurate or quickly verifiable, it is critical that communications DO NOT STOP at this time of uncertainty.

There will be intense pressure from the media and other stakeholders to provide comment during this period. If information is not forthcoming, reporters and the public will fill the void (including real time via social media) with what could be rumour and speculation. This could be more damaging than the actual incident, and difficult to correct.

It is critical that an initial communication is provided to the public, media and other key stakeholders as soon as possible, even if many details are not yet known or confirmed.

The initial communications should state:

- An incident has occurred
- Type, location and time of incident
- Public safety status
- Actions being taken to manage the emergency
- Instructions to the public
- How and when further information will be available
- Where to go for further information

Early messages may lack specific details, but can still provide the public and media with comment, some direction and focus on one or more of the BCERMS/City communication goals – setting the stage for areas of future information.

Key Messages

Key messaging should reinforce actions with regard to priorities in emergency management, and the BC Emergency Response Management System (BCERMS) Goals:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

General Messaging

General messages should include:

- City of Richmond's objectives and priorities
- Facts about what went well (think responders)
- Benefits (think public)
- Facts that refute negatives
- Facts that support the story

As required, develop and incorporate additional messages that:

- Support what is being done to manage the emergency
- Support what was done in advance of the emergency to reduce its occurrence and impact
- Reassure the public and help reduce their emotional reaction to the emergency
- Deliver public safety information
- Help emergency response personnel perform their job responsibilities.

Examples and topics of key messaging include:

- **Empathy**
A message of empathy for the impact the emergency has on people or the environment. This does not mean taking/assigning responsibility for the incident – we are showing our compassion toward those who have been impacted.
- **Priorities**
“The community's first priority is saving lives and public safety” (if appropriate include other relevant priorities such as minimizing damage to the environment”).

“We are working with partner response agencies to manage the emergency and minimize its impact on people, (environment) and our community”

- **What We Are Doing**

What is being done to manage the situation?

“Richmond has an emergency response system in place and our full response team has been called into service”

(As the emergency progresses, you can start adding details of what is being done to protect the public safety and interest.)

- **When We Will Get Back to You / More information**

If the emergency is likely to continue over a long period of time, commit to regular media updates, and then honour that commitment

“New information will be released when it becomes available”

“Updates will also be posted on our website at www.richmond.ca, and information lines have been established as follows:

Public: 604-247-4666

Media: 604-247-4671

6. External Agencies

Federal Government

Unless federal departments or areas under federal jurisdiction are impacted by the event, the federal government will generally not be releasing specific information pertaining to the event.

When federal resources are activated, much like the provincial government, they will assess their impact and communication with the next level of government to provide assistance as requested.

The emergency public communications role of the federal government may include:

- The release of information about impacted federal departments/ services and public safety messaging for areas under federal jurisdiction;
- The release of information about the federal government's support to the province and disaster funding assistance.

The federal government would be involved in an emergency in the following circumstances:

- The provincial government requests federal support or resources;
- The federal government is implementing the national support plan;
- A federal department is the lead agency and may require resources from other federal departments;
- Federal assets have been or may be impacted by the emergency in which business recovery/continuity efforts need to be implemented.

Public Safety Canada coordinates with and supports federal departments, international and other levels of government, first responders, community groups, and the private sector.

If the federal government is the lead during an emergency, a federal department/agency is designated as the organization within whose jurisdiction the emergency falls (i.e. CFIA – Canadian Food Inspection Agency and Avian Flu). In this role, the department/agency leads communications efforts related to the emergency.

Public Safety Canada's national headquarters in Ottawa coordinates and initiates decision-making across various federal departments through the Government Operations Centre (GOC), which operates 24/7. Public Affairs headquarters delivers communications during an emergency and also deploys additional capacity to the local level. At the regional level, Public Safety Canada provides site support fostering cooperation and information flow between federal departments and with the Province.

Provincial Government and Emergency Management BC

- Within the Province of British Columbia, government communication is handled through the Public Affairs Bureau (PAB), which ensures that information about programs and services is accessible to British Columbians. The Bureau also has the responsibility for leading and coordinating communications with internal and external stakeholders.

- Public Affairs Bureau Temporary Emergency Assignment Management System (T.E.A.M.S) members usually staff the Provincial Emergency Coordination Centre (PECC) or Provincial Regional Emergency Operations Centre (PREOC) information functions, but in smaller, short-lived or quickly escalating incidents, program staff or contractors may staff these functions. Responsibilities and reporting structure are consistent regardless of the person in the position.
- When the provincial emergency management structure is activated, Information Officers within the PECC or PREOC report to the Director within the applicable coordination/operations centre. If a provincial T.E.A.M.S. Information Officer were providing support at a local authority EOC they would report to the EOC Director. Likewise, if they were at the site they would report to the Incident Commander.
- When the PREOC is activated to a higher level, deployed provincial T.E.A.M.S. Information Officers (IOs) will work in a coordinated manner with spokespeople and information officers in other involved agencies and levels of government to support their counterparts at the local authority level.
- The British Columbia Crisis Communications Strategy for Major Provincial Emergencies is used to guide the activities of provincial Information Officers. The strategy is an all-hazards approach, which outlines procedures and best practices in activating public information units within the BCERMS structure.
- Depending on their place within the structure, provincial information officers will ensure appropriate information is provided to the public and media, which may include:
 - Upon request, supporting local authority in gaining information to provide timely, accurate public safety information, which could include such things as weather forecasts, stream conditions, provincial highway and road status
 - Informing the public, media, local governments and stakeholders as to what measures the Province has in place to assist communities including roles and responsibilities of Emergency Social Services
 - The status of any activated public information services including the Central Registration and Inquiry Bureau (CRIB) which provides family reunification services
 - Information about emergency management structure and operational protocols in emergency situations
 - Provide media, public and stakeholders with regular updates/overview on regional or provincial situation through appropriate spokesperson(s) and arrange media, news conference and VIP tours as directed

Local Response Agencies

During emergencies, the City works closely with local response agencies, such as RCMP, BC Ambulance Service, Richmond Health Services and the Medical Health Officer, Richmond School Board, Vancouver International Airport and the Canadian Coast Guard.

In an emergency, these agencies will:

- Provide information updates to the City's EOC, pertaining to their response efforts, resources and strategies.
- Provide information to the public pertaining to their area of expertise and within their jurisdiction

- Work with the City's Senior Information Officer to coordinate communications strategies and participate in a Joint Information Centre, where appropriate

Liaising with Other Departments and Agencies

The Appendices section provides a general outline as to the types of incidents for which specific City departments, as well as external agencies, may be required to support the Emergency Information Team.

The EOC Director and the Senior Information Officer will designate the technical spokesperson(s) for the City.

7. Plan Maintenance

The Senior Manager, Corporate Communications is responsible for the following:

General Maintenance

- Review the Emergency Information Plan every six months to update, as a minimum, the Communications Directory, facility and resource information.
- Review the Emergency Information Plan following the activation of any part of the plan to incorporate recommendations.
- Working with the Emergency Management Office to coordinate and facilitate training and exercises for staff identified in this plan.
- Maintain equipment to be used in the response.

Additions and Modifications

Establish supporting documents or annexes, such as notification procedures or an operations manual, as necessary.

Update contact list and resource documents on a regular basis to ensure currency.

8. Training and Exercises

As required under the Emergency Program Act, municipalities are mandated to regularly exercise their emergency plans and procedures. The Emergency Management Office coordinates, as part of its mandate, an annual training and exercise schedule.

The Emergency Programs and Corporate Communications offices will work together to provide the following training for the Emergency Information Team. This training will be supported by various exercises, including drills to test call centre equipment and activation procedures; tabletop exercises to maintain staff familiarity with their roles and responsibilities; and full-scale or functional exercises to provide hands-on experience.

Emergency Information Plan Training Matrix

M = Mandatory R = Recommended F = Facilitate O = Optional

Course	Senior Information Officer	Incident Information Officers	Information Liaison and Coordinator	Call Centre Staff	Media Centre Staff	Administrative Support Staff	Social Media Coordinator and Assistant
Emergency Information Plan Orientation & Introductory Media Training An overview of the City's Emergency Management Plan, and Emergency Information Plan, including risk assessment, roles and responsibilities, and concept of operations. Also provides an overview of how to work with the media, and develop news releases and other communication tools.	F/M	M	M	M	M	M	M
Incident Command System Orientation (100) Principles and organization of ICS, basic terminology and an overview of common responsibilities.	M	M	M	M	M	M	
Emergency Operations Centre (EOC) Level 1 Introduction of EOC functions, operations, information flow, applying BCERMS to the EOC environment.	M		M			M	
EOC Level 2 Essentials Enables participants to perform their roles and responsibilities in the EOC.	M						
Media Training Basic (1/2 day session) Provides skills for handling media inquiries for staff who play a role in coordinating media requests.	M	M			M		
Advanced Media Training (full day session) Intended for spokespersons that will be interviewed by the media.	M						
Emergency Call Centre Training Call centre activation, operational procedures as well as tips for handling public inquiries in an emergency.	F/M		O	M			M
Media Centre Orientation Media centre activation, operational procedures as well as tips for handling media inquiries in centre.	F/M	O	O		M		

9. Glossary

9.1 Emergency Management Terms

BCERMS – British Columbia Emergency Response Management System

The British Columbia Emergency Response Management System is a comprehensive management structure scheme that ensures a coordinated and organized provincial response and recovery to any and all emergency incidents. The broad spectrum of components of BCERMS includes operations and control management, qualifications, technology, training and publications.

EOC – Emergency Operations Centre

A pre-designated facility established by a local authority, jurisdiction or agency to coordinate the site response and support in an emergency.

ESS – Emergency Social Services

Emergency Social Services are those services that are provided short term (generally 72 hours) to preserve the emotional and physical well being of evacuees and response workers in emergency situations.

ICS – Incident Command System

A standardized at-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. BC's emergency management structure is based on this system.

Emergency Management BC

Emergency Management BC is part of the Ministry of Justice and is mandated to coordinate the province's integrated emergency responses and assistance to communities in an emergency.

PREOC – Provincial Regional Emergency Operations Centre

An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts.



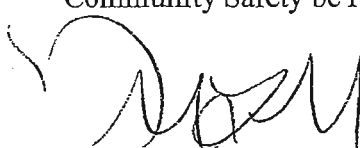
City of Richmond

Report to Committee

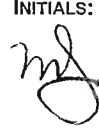
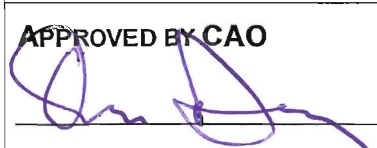
To: Community Safety Committee **Date:** March 28, 2014
From: Phyllis L. Carlyle **File:** 09-5125-01/2014-Vol
General Manager, Law and Community Safety 01
Re: The City's Emergency Programs and the Auditor General Report:
Catastrophic Earthquake Preparedness in BC

Staff Recommendation

That the staff report titled "Auditor General Report: Catastrophic Earthquake Preparedness in BC and the City's Emergency Programs" dated March 28, 2014 from the General Manager, Law and Community Safety be received for information.



Phyllis L. Carlyle
General Manager, Law and Community Safety
(604-276-4104)

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

Staff Report

Origin

This report responds to the release and findings of the Auditor General's report, "Catastrophic Earthquake Preparedness" on March 25, 2014. This report is in support of 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

Auditor General Report Findings:

The Auditor General's report addresses the following questions:

1. Can Emergency Management BC (EMBC) demonstrate that it is prepared to manage the effects of a catastrophic earthquake?
2. Is EMBC publicly reporting on the Province's preparedness for a catastrophic earthquake?

The Auditor General's report concludes that *EMBC cannot demonstrate that it is adequately prepared to manage the effects of a catastrophic earthquake and it is not reporting publicly on the Province's preparedness.*

The report goes on to say that the recent Insurance Bureau of Canada report estimates that a catastrophic earthquake followed by a tsunami will result in damage and losses of up to \$75 billion and that there is an estimated 12% probability of a catastrophic earthquake affecting BC in the next 50 years.

The Office of the Auditor General's first 1997 audit in this area addressed all four pillars of emergency management: mitigation, preparedness, response and recovery. This year's audit report is strictly on their preparedness. While the Auditor General's report indicates that they held *expectations anticipating that in the intervening 17 years, EMBC had sufficient time to significantly improve its level of preparedness* they found that *"EMBC, the government organization tasked with leading the Province's response to a catastrophic earthquake, has not fulfilled this part of its mandate.*

The EMBC budget is approximately the same as it was in 2006, competing with other demands for funding requests in the Province. The Auditor General concludes EMBC has limited capacity to address their broad mandate with floods and fire responses taking priority over earthquake planning and there are gaps in EMBC staffing.

The Auditor General's report states that the Province's response to an earthquake will depend on the plans of EMBC and other stakeholders and identified a number of deficiencies:

1. *EMBC's hazard risk and vulnerability analysis is not detailed enough nor up-to-date*
2. *EMBC's plans and procedures do not reflect best practices*
3. *EMBC's earthquake training, exercise and public education programs are inadequate*

4. *EMBC's plans and procedures do not outline the Minister's actions in a provincial state of emergency in sufficient detail*
5. *EMBC does not monitor stakeholder readiness and capacity and is not adequately ensuring stakeholder-plans are integrated into a coordinated provincial response*
6. *EMBC does not report publicly on the state of earthquake preparedness, resulting in individuals and stakeholders not fully understanding the risks they are facing, nor the level of preparedness they must have to protect themselves, their families and their communities*

The Auditor General's recommendations are:

1. *The Provincial government develop long-term goals for catastrophic earthquake preparedness, including the level of preparedness it expects EMBC to achieve in the next 5, 10 and 15 years.*
2. *The Provincial government ensures EMBC has the capacity necessary to address identified critical gaps and achieve government's expected level of preparedness.*
3. *EMBC develop a strategic plan to meet the Province's long-term goals. The plan should clearly demonstrate how EMBC will evaluate the effectiveness of its activities against its goals.*
4. *EMBC identify, rank and prioritize completion of its own key plans and procedures to ensure it meets its mandate to prepare and respond to a catastrophic earthquake.*
5. *EMBC regularly review its earthquake program to identify significant gaps and risks to a coordinated and integrated response, and develop actions to address them.*
6. *EMBC regularly review and evaluate its stakeholders' emergency plans and procedures to assess stakeholder readiness and capacity.*
7. *EMBC conduct regular catastrophic earthquake exercises with its stakeholders to ensure it can deliver an effective, comprehensive and integrated government-wide response to a catastrophic earthquake.*
8. *EMBC measure the effectiveness of its public preparedness initiatives at regular intervals.*
9. *EMBC report annually to British Columbians on the state of its catastrophic earthquake preparedness. The report should include an assessment of the overall state of earthquake preparedness, risks and capacity, and describe the plans and achievements of the Inter-Agency Emergency Preparedness Council (IEPC).*

Provincial Earthquake Consultation:

The Ministry of Justice recently announced a provincial consultation process on earthquake preparedness and response in order to improve British Columbia's ability to respond to a catastrophic seismic event. The Chair of the consultation is Henry Renteria, former director of California Office of Emergency Services. Consultation will involve all levels of government as well as stakeholders, including individuals and families, the media, businesses, local authorities, adjoining jurisdictions and non-governmental organizations.

The goal of the provincial consultation is to provide recommendations, through discussion with key stakeholders, on improving the ability of British Columbians to prepare for and respond to a catastrophic seismic event. Consultations will be taking place in the April to June, 2014 timeframe with the final report to the Ministry by the end of the year.

The consultation will examine the following key topics:

1. *Roles and responsibilities of all levels of government to plan for and respond to catastrophic seismic events*
2. *Roles of individuals and families*
3. *Risk assessment processes*
4. *Response planning for catastrophic seismic events*
5. *Response capacity*
6. *Mitigation strategies for catastrophic seismic events*
7. *Co-ordination structures*
8. *Technical emergency communications and warning systems*
9. *Public communications*
10. *Training and exercising programs*
11. *Volunteers*

Richmond's Relationship with EMBC:

EMBC is the coordinating agency for the provincial government's emergency management activities. EMBC provides executive coordination, strategic planning and multi-agency facilitation and continually develops effective working relationships in an increasingly complex emergency management environment. The overall purpose of EMBC is to increase life, safety and resiliency for individuals and communities throughout British Columbia.

EMBC aims to reduce the consequences of emergency events by providing support and leadership to local authorities. EMBC houses the BC Coroners Service and the Office of the Fire Commissioner with headquarters in Victoria and incorporates six regional offices in Surrey, Kamloops, Nelson, Terrace, Prince George and Victoria.

Richmond has a very positive relationship with EMBC, both with the local office for the Southwest region and in Victoria with many of the senior staff. As a result, the City enjoys a good reputation with them and is recognized for our excellent emergency program. While the City does not formally report to EMBC on its readiness, there are regular informal updates as to the City's level of emergency preparedness.

The current Auditor General's report references that the Province responded to 6,000 incidents in 2013 of which 8 were in Richmond. City staff and Emergency Programs volunteers responded to all 8 instances to provide Emergency Social Services (ESS) to evacuees from mostly residential fires.

Plans:

Section 2 (1) of the Local Authority Emergency Management Regulation of the British Columbia Emergency Program Act requires local authorities to prepare emergency plans that reflect:

"the local authority's assessment of the relative risk of occurrence and the potential impact on people and property of the emergencies or disasters that could affect all or any part of the jurisdictional area for which the local authority has responsibility."

The City conducted a Hazard Risk Vulnerability Analysis (HRVA) in 2008 to identify the risk-based hazards that the community is vulnerable to and to develop appropriate plans. This analysis identified the following hazards for Richmond:

- Aircraft incident
- Chemical, Biological, Radiological, Nuclear and Explosives (CBRNE)
- Critical Infrastructure failure
- Dangerous Goods Spill Release
- Earthquake
- Flooding
- Medical Emergency (Pandemic)
- Severe weather

Based on this HRVA, the City of Richmond developed a number of emergency plans.

1. **Emergency Management Plan** – a comprehensive over-arching all hazard emergency response plan that:
 - a. Provides an overview of the City's emergency management and reporting structure.
 - b. Outlines the roles and responsibilities of City staff and departments and other agencies involved in the response effort.
 - c. Provides overall strategy for the City's emergency mitigation preparedness, response and recovery measures.
 - d. Identifies key priorities and actions to be undertaken in preparing for and responding to a major emergency or disaster.
 - e. Outlines the procedures for Declaring a State of Local Emergency and delegating the required powers.
 - f. Encompasses Richmond's jurisdictional boundaries for response operations and the type of emergencies that are beyond routine events.
2. **Emergency Information Plan** – a comprehensive plan that provides strategies communication strategies for a core group of designated people assigned to Corporate Communication duties
3. **Emergency Social Services Plan** – a plan for the immediate needs of evacuees
4. **Evacuation Plan** – a plan that looks at the demographics of our planning areas and considerations for planning evacuations
5. **Pandemic Plan** – for continuity of government operations when numerous staff are away due to illness
6. **Dangerous Goods Spill Response Plan** – for response to a hazardous materials release
7. **Chemical Biological Radiological Nuclear Emergency (CBRNE) Response Plan** – for response to a threat of terrorism

These plans are reviewed annually after the completion of the bi-annual emergency exercises, after every major emergency and updated as needed to ensure they are current.

Work will start in 2014 on a Disaster Debris Plan to address disaster debris after a major emergency or disaster. In addition, departments such as Richmond Fire-Rescue (RFR) and City Information Technology (IT) are presently reviewing their departmental operational plans to ensure that critical business can continue when faced with an emergency.

Section 6 (1) of the British Columbia Emergency Program Act states that:

a local authority is at all times responsible for the direction and control of the local authority's emergency response.

Staff consults with neighbouring communities to ensure community emergency plans are congruent, and during a response, that actions that impact other communities are planned and jointly coordinated. EMBC holds a copy of the City's Emergency Management Plan.

Training and Exercises:

There is a comprehensive training program in place to ensure staff receive emergency management training for their role in an emergency. Incident Command System training is provided to site staff and Emergency Operations Centre (EOC) training is provided to staff identified to work in the EOC. Comprehensive training is provided to those individuals who have roles in the Emergency Information Plan, as well as those who have roles within the Emergency Call Centre. In 2013 Emergency Programs led the development of a Rapid Damage Assessment Team Guideline to formalize the program which currently has 81 trained staff with an additional 80 staff that have been identified for training. There is currently no training offered by the Province or the Justice Institute of BC (JIBC) on earthquake preparedness or response.

Emergency Programs offers staff access to emergency preparedness information through offerings of lunch and learn opportunities, access to information booths and employee purchase programs for emergency preparedness kits. Emergency Programs is currently working with Human Resources to offer on-line personal preparedness education to provide flexibility and accessibility to all staff. As of March, 2014 Emergency Programs participates in the Works Yard Core Safety program with staff by presenting an Emergency Preparedness module.

The City has a multi-year exercise program during which plans are validated and employees have an opportunity to practice their emergency response roles. This program usually involves a tabletop discussion-based exercise in spring and a functional exercise in the fall, typically in conjunction with the BC ShakeOut earthquake drop, cover and hold on drill in October. In recent years, these exercises have focused on earthquake scenarios and build upon each other in complexity with a goal of developing staff skills and abilities to respond.

The 2009 Richmond full scale exercise was a Chemical Biological Radiological Nuclear Explosive (CBRNE) scenario and validated the City's Emergency Management and CBRNE Response Plans. This exercise gave numerous staff an opportunity to practice their roles, and confirmed that the temporary EOC used during the Olympics Games was operational. These types of multi-agency exercises are resource intensive and expensive to conduct. A minimum of approximately \$110,000 would be required for a future similar scale exercise.

The City participates in other stakeholder agencies exercises where there is a benefit to the City. Examples of stakeholder agency exercises include a Translink tabletop discussion-based earthquake

exercise, YVR's tabletop and full scale exercises, and the Integrated Partnership for Regional Emergency Management (IPREM) tabletop exercises.

Emergency Facilities:

The City's primary Emergency Operations Centre (EOC) and Emergency Call Centre are located at City Hall and an EOC back up facility is located at the Works Yard. In a major earthquake these locations would require a damage assessment and alternate suitable space may be required as neither is built to current post-disaster standards.

Community Education:

A significant effort of the Emergency Programs division has been focused on community education.

1. Staff and volunteers participate in 6 – 9 community events every year by staffing display booths to educate the public to be personally prepared.
2. The Get Ready Richmond program was established in 2011 and currently includes Personal Preparedness and Fire Life Safety modules that are offered free of charge at multiple City facilities. Future modules include First Aid, Rapid Damage Assessment, Pet Preparedness, and Light Urban Search and Rescue. Additional initiatives include presenting these modules in different languages and developing online training from the City's website and videos.
3. Staff and volunteers also provide Personal Preparedness presentations upon request and in multiple languages to both the general public, and to businesses located in Richmond.
4. In the last four years, Personal Preparedness presentations have been made to over 2,500 people.

Emergency Volunteers:

The City has 90 Emergency Programs volunteers that provide a number of services to our community. All have been trained to provide essential services to evacuees in reception centre and group lodging facilities in accordance to Emergency Social Services program standards.

Emergency communication capabilities are an important function in an emergency when telephones and cellular phones may be out of service. Approximately one third of our volunteers are amateur radio operators who will be able to assist with providing emergency radio communications during an emergency. The City has an emergency communications trailer, and vehicle, that can be deployed when required. To engage our Emergency Radio Communications volunteers and exercise their skills, they also participate in many community events by providing communications services and coordination. Examples of these include the Steveston Salmon Festival, Ships to Shore, Terry Fox Run and SOS Children's Village Charity Run.

Emergency Programs volunteers, who receive additional training, present the Get Ready Richmond Personal Preparedness Workshops to the community at Community Centres and to other community groups.

Integrated Partnership for Regional Emergency Management (IPREM):

Integrated Partnership for Regional Emergency Management (IPREM) is a partnership between the Province and Metro Vancouver on behalf of the 23 local authorities to coordinate regional emergency management planning activities. Updates on their initiatives include:

1. Regional Hazard/Risk Assessment: The report was completed last fall and will be revisited every 3 – 5 years to ensure it reflects the regional hazards that may cause the greatest impact to Metro Vancouver)
2. Regional Emergency Communications Strategy: A November, 2013 workshop focused on communications between local authority Emergency Operations Centres and the South West Provincial Regional Emergency Operations Centre.
3. Regional Disaster Debris: A Regional Disaster Debris Management Working Plan is in development as an action plan to deal with regional disaster debris as a framework, guiding principles and recommendations to further the development of a regional plan.
4. Disaster Response Routes: This project has evolved from a land-based system of routes for emergency responders, equipment and supplies to use during a disaster to a multi-modal route with muster stations with access to various modes of transportation. IPREM is no longer the lead for this, but continues to represent the region and support the development of this new multi-modal disaster response routes with the Ministry of Transportation and Infrastructure as the lead.
5. All Hazard Integrated Regional Concept of Operations: This project is developing a model for how local authorities will share information and collaborate on decision making in events of regional emergency significance. A number of models were researched, extensive outreach and consultation occurred with stakeholders, and a mini workshop was held with five local authorities CAO's to validate the concept of operations. Another mini workshop will be held in May followed by a workshop with all CAO's this summer.

IPREM has limited resources and relies on stakeholder agencies to provide subject matter expertise. Richmond's Fire Chief participates in the Regional Emergency Communications Strategy Working Group and the Manager, Emergency Programs participates in the All Hazard Integrated Regional Concept of Operations Working Group.

Financial Impact

None.

Conclusion

It is a challenge for any level of government to be staffed and resourced for a catastrophic earthquake. In the City, the fundamental pieces of emergency management are in place to be built upon within the Emergency Programs work plan. In the event of a major emergency or disaster, Richmond is well positioned to respond and will work with the Province to obtain the support the City requires. Emergency Programs will bring annual updates to Council on the state of the City's emergency preparedness.



Deborah Procter
Manager, Emergency Programs
(604-244-1211)

DP:dp



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 28, 2014

From: John McGowan
Fire Chief

File: 99-Fire Rescue/2014-
Vol 01

Re: BC Ambulance Service – Dispatch Protocol Changes

Staff Recommendation

1. That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service dispatch protocol changes, and
2. That staff continue to work collaboratively with BC Emergency Health Services, to further develop the emergency medical care system for the citizens of Richmond.

John McGowan
Fire Chief
(604-303-2734)

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

Staff Report

Origin

On November 13, 2013, the Community Safety Committee was briefed on the proposed changes to the BC Ambulance Service Medical Priority Dispatch System. An analysis of the impact of those changes to Richmond Fire Rescue's service to the public has been performed.

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.

Background

BC Ambulance Service (BCAS) reviews the Medical Priority Dispatch System (MPDS) and the Resource Allocation Plan (RAP) in relation to calls for medical services on a regular basis. Changes were made to BCAS's RAP in 2006 and again in October 2013.

BCAS uses MPDS to determine and categorize medical calls for service. Once the severity of the patient is determined the system allocates the appropriate resources and the priority for the speed of the response. The priority speed of response refers to the Code of the response mode: for example: Code 3 - "emergency" (lights and sirens), Code 2 - "routine" (no lights or sirens), or Code 1 - "no response" (attend as resources allow).

The 2013 MPDS and RAP review and analysis resulted in a downgrading of response to 74 of the 1,160 types of medical call types. These 74 call types that were previously determined to be Code 3 or "emergency" (lights and sirens) were downgraded to Code 2 "routine" (no lights or sirens).

Analysis

First Responder Medical Services by Richmond Fire-Rescue

RFR's medical First Responder services include:

1. Responding to medical calls as required.
2. Attending scenes for patient injury assessment, care, and stabilization for hospital transport by BCAS as necessary.
3. Managing, in the case of motor vehicle incidents (MVIs):
 - a. scene traffic safety
 - b. environmental matters
 - c. potential for fire, explosion or other hazardous matters
 - d. patient extrication and stabilization for hospital transport by BCAS
4. Communicating with BCAS about patient condition and service needs.

RFR continues to deliver its first responder services as outlined above and as time and circumstances permit, enhances the service by:

1. Providing, through an early presence, the ability to provide critical care intervention such as scene stabilization, hazard mitigation, airway managements, Cardiopulmonary Resuscitation and all other interventions as determined in the First Responder scope of practice.
2. Provide a sense of safety and comfort to the patient, family members and other persons who may be vicariously affected at the scene.
3. Providing, as appropriate, education and prevention information (ie. slips, trips and falls prevention / vial of life program).
4. Answering questions and assisting others on-scene.

Response Data

Changes were made to BCAS RAP response protocols on October 29, 2013. In Figure 1, a comparison is made of four months of recent RFR response data compared to the same period from the previous year.

Figure 1: Summary of Call Types			
Date Range	Total All RFR Call Types	Total RFR Medical Calls	Number of Calls in Downgraded Event Types
Nov. 1, 2012 to Feb. 28, 2013	3,092	2,295	676 (29%) (208 MVI / 468 Medical)
Nov. 1, 2013 to Feb. 28, 2014	3,209	2,323	820 (35%) (272 MVI / 548 Medical)

Figure 2 depicts the impact of the protocol changes on RFR's First Responder medical incident responses for the 74 downgraded event types.

Figure 2: RFR Response Changes for the 74 Downgraded Event Types				
Date Range	Number of Calls in Downgraded Event Types	RFR First on Scene with Patient	RFR First on Scene Average Wait Time for BCAS	Medical Calls with a 40+ minute BCAS Wait Time
Nov. 1, 2012 to Feb. 28, 2013	676	251	5.82 minutes	2
Nov. 1, 2013 to Feb. 28, 2014	820	404	15.5 minutes	31
Change	↑ 144	↑ 153	↑ 9.68 minutes	↑ 29

The effect of the change in the RAP and subsequent dispatch protocol on Richmond is:

1. An average 9.68 minute increase in wait time for ambulance arrival.
2. An increase of 29 incidents where wait time for ambulance arrival exceeded 40 minutes.

Change Process

In 2006 and again in late 2013, BCAS unilaterally amended their RAP. The RAP changes were based on a patient outcome review by BC Emergency Health Services (BCEHS). This review analysed the patient outcomes of all medical events that BCAS attended. The analysis took into account only the medical interventions that were documented by BCAS Ambulance attendants and their effect on patient outcomes. The review did not factor in the interventions that First Responders had in the patient outcome.

BCEHS subsequently stated that they are committed to consulting with municipalities and First Responder groups such as the Greater Vancouver Fire Chiefs Association (GVFCA) before any further changes to the RAP are implemented.

Shortly after the introduction of the October, 2013 changes BCEHS met with the:

1. Fire Chiefs' Association of BC
2. BCEHS First Responder Committee
3. Several Fire Department Representatives from across BC
4. RAP Working Group

The BCEHS also presented the RAP review to the delegates at the UBCM in September, 2013.

The changes to the BCAS RAP have the potential to commit RFR resources for an extended period of time at medical events. This could impact RFR's response capabilities to fire incidents, as fire apparatus would be tied up longer at medical events and unavailable for assignment to fire incidents.

Issues and Actions

Metro Vancouver Fire Departments engaged BCEHS in discussions on issues with the 2013 changes in the delivery of First Responder services. The discussions have been primarily through the Fire Service representatives on the BCEHS First Responder Committee and the GVFCA.

The issues identified with the 2013 BCEHS RAP changes are generally as follows:

1. Increase in ambulance wait times by patients and municipal First Responders.
2. Exclusion of Fire Service data from BCEHS patient outcome analysis.
3. Appropriateness of response mode in relation to patient needs.
4. A consultation process with the Fire Services that is meaningful.
5. A governance process that allows municipal Councils, who pay a portion of the single taxpayer service, a voice and partners involvement in decision making.

The GVFCA presented its issues with the 2013 RAP changes at meetings with BCAS and BCEHS representatives on November 14, 2013, and with the BCEHS Board on December 5, 2013, and requested that the BCEHS:

- i. Work with the GVFCA and establish a committee to review the BCEHS findings and evidence and include municipal First Responder data in future reviews.

- ii. Develop a consultative and collaborative process, before changes are made, that involves local government decision makers and provides opportunities for concerns and/or possible solutions inclusion from municipal partners involved in the delivery and funding of pre-hospital care.

Several Metro Vancouver Fire Chiefs are reporting to their respective Councils on the RAP changes, issues and service impact on their community.

Moving Forward – Local Government Involvement

Although there are no further changes anticipated to the RAP by BCEHS at this time, they have, in a November 12, 2013 letter to local governments, offered:

- a) Briefing to those municipalities interested; and
- b) Agreement with the GVFCFA that local governments should also have a voice in the First Responder Program.

RFR communicated interest in providing input into the RAP and having a voice, however is waiting for BCEHS to initiate a process.

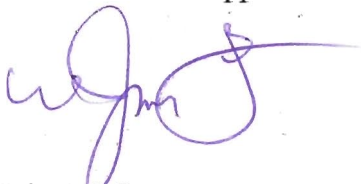
In the interim, RFR will continue to monitor the impact of the changes to BCAS response plan on Richmond Fire-Rescue and present Council with opportunities for local government input into the service delivery.

Financial Impact

None.

Conclusion

RFR will continue to seek opportunities to influence positive change to First Responder medical services which support Richmond as a safe and liveable city.



John McGowan
Fire Chief
(604-303-2734)



To:	Community Safety Committee	Date:	March 31, 2014
From:	Amarjeet S. Rattan Director, Intergovernmental Relations & Protocol Unit	File:	01-0140-20- CPOS1/2014-Vol 01
Re:	Community Impacts of the Proposal to Eliminate Home Delivery Service by the Canada Post Corporation		

Staff Recommendation



1. That a letter be written to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express City concerns with the current proposal to replace home mail delivery service with community mailboxes and request that Canada Post consult with the City to:
 - a) ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
 - b) ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
 - c) address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;
 - d) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments.
2. That a copy of the letter to the federal Minister of Transportation be sent to:
 - a) Richmond MP's and MLA's;
 - b) The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;
 - c) BC Chief Electoral Officer – Mr. Keith Archer, Elections BC;
 - d) Federation of Canadian Municipalities;
 - e) Union of BC Municipalities;
 - f) Metro Vancouver.

March 31, 2014

- 2 -



Amarjeet S. Rattan
Director,
Intergovernmental Relations & Protocol Unit
604-247-4686
Att. 1

REPORT CONCURRENCE		
ROUTED TO:		CONCURRENCE :
Corporate Programs		<input checked="" type="checkbox"/>
City Clerk		<input checked="" type="checkbox"/>
RCMP		<input checked="" type="checkbox"/>
Transportation		<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

The City received the attached letter and staff report, dated March 4, 2014 from Mayor Derek Corrigan, City of Burnaby, regarding "Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation" (Attachment 1).

This report responds to the following referral from Community Safety Committee meeting held March 11, 2014:

That the letter from the City of Burnaby dated March 4, 2014 regarding 'Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation' be referred to staff to explore the matter.

Background

On December 11, 2013, Canada Post announced its "5- Point Action Plan¹." The plan's five main components are:

1. *Community mailboxes: Over the next five years, Canada Post will phase out home delivery to urban centers, to be replaced by community mailboxes. The plan states that this change will not affect the two thirds of residential addresses that currently receive their mail through community mailboxes, grouped or lobby mailboxes (i.e. high density residential buildings such as apartment towers or seniors homes), or rural mailboxes.*
2. *Tiered Pricing: Beginning March 31, 2014 pending regulatory approval, stamp purchases in booklets or coils will cost \$0.85 per stamp. Individual stamp purchases, not in booklets or coils, will cost \$1 each.*
3. *Postal Franchises: Canada Post will expand its retail network and open more franchised postal outlets in stores, while retaining corporate (Canada Post owned) post offices.*
4. *Operational Changes: Operations will be centralized and/or streamlined with technology (i.e. more centralized warehouses, with mail sorter equipment).*
5. *Labour Restructuring: Canada Post expects to eliminate 6,000 - 8,000 jobs partially through retirement (the "Plan" states that 15,000 employees are expected to retire in the next 5 years). Pension plan adjustments will also be considered.*

Canada Post has indicated that affected postal walks in densely populated urban areas will be the last stage for implementation in the 5-year process, given the acknowledged complexity of siting large community mailboxes installations in these environments. Canada Post has also pledged to investigate 'alternative approaches' for persons with disabilities, seniors and others who would find travelling to a community mailbox an unacceptable hardship. Many businesses will continue to have their mail delivered directly to their premises – specifically businesses in well-established commercial centres and those receiving a large volume of mail.

¹ www.canadapost.ca/cpo/mc/assets/pdf/aboutus/5_en.pdf

Analysis

Factors such as changing technology, changing demands and consumption patterns, changing demographics, globalization, and new or changing government agendas are resulting in changes to services and service delivery models at all levels of government across the country. It is incumbent upon all levels of government to respond to these influences, in order to fulfil their purpose while ensuring the best use of limited public resources. The process of implementing any changes to public services and systems is complex, with direct impacts to the population and communities being served. The attached correspondence from the City of Burnaby regarding proposed changes in Canada Post's delivery services provides a good analysis of the potential community issues and impacts that could affect local governments across the country. Specifically, the issues identified include:

1. Lack of substantive consultation by Canada Post with the public and key stakeholders
2. Mail security impacts associated with community mailboxes, including specific and serious concerns regarding vulnerability of community mailboxes to crimes related to identity theft and theft of cheques, currency, gifts, and parcels.
3. Safety and access for seniors and persons with mobility restrictions.
4. Potential impacts on statutory public notification procedures, particularly related to the legal implications regarding Elections BC and a local municipality's responsibility to ensure public notification under the Local Government Act and other statutory municipal notifications.
5. Location of community mailboxes on City-owned property, and associated urban land use issues including increased legal liability for municipalities who would be faced with many new locations on public property for large installations of community mailboxes. The power to impose this type of development without municipal approval or consultation is provided by the Federal Government through the Canada Post Corporation Act and the regulations made under this Act including the "Mail Receptacles Regulations²."

City of Richmond Perspective:

City staff concur with Burnaby's analysis of the potential community impacts related to implementation of the proposed changes in Canada Post's delivery system. Staff contacted Canada Post to discuss the proposed changes to home delivery and were provided with the following responses:

- Last April, Canada Post began a five-month conversation with Canadians about the postal services they need now and will need in the future. Canada Post senior leaders travelled to 46 communities across Canada (including Kamloops, Nanaimo, New Westminster, Port Coquitlam and Vancouver). The City of Richmond was not one of the places where specific consultation was held.

² <http://laws-lois.justice.gc.ca/eng/acts/C-10/index.html>

- Canadians clearly recognize that their choices are driving dramatic changes in the need for postal services. They told us they live busy lives, their mailing habits have changed, and they don't want Canada Post to be a taxpayer burden.
- Canada Post will contact the City of Richmond prior to undertaking any work in the Richmond area. Your municipality and community know the needs of their neighbourhoods and your local leaders will have the opportunity to be involved in the planning process and site locations of Community Mailboxes.
- There have not been any discussions with municipalities or the BC provincial government regarding potential impacts to Elections BC as Canada Post does not anticipate any. Two thirds of Canadian households already receive their mail and parcels through Community Mailboxes, grouped or lobby mailboxes or rural mailboxes.

Community mailboxes are not new to Richmond. Over the past 20 years, the City of Richmond has been working with Canada Post on community mail boxes locations. The location of these community mail boxes reside within newer developments and mainly located within the site of the development. Richmond currently has approximately 180 community mail boxes. Presently Canada Post works with the city's transportation department to determine appropriate locations.

According to police records, there have been approximately 59 files associated with Canada Post since January 2012 to the present. These files ranged from suspicious person/vehicles/occurrences along with motor vehicle incidents involving Canada Post. Of these 59 files there are approximately 19 associated with community mail boxes. The files are based on suspicious activities and thefts concerning community mailboxes in Richmond.

Although RCMP have reported a relatively insignificant number of incidents in Richmond to date, the increase in population and the increase in community mail boxes may lead to more issues such as vandalism, theft, traffic concerns, litter and hardship for the most vulnerable.

Financial Impact

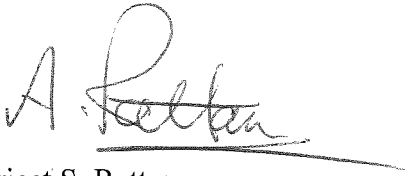
No financial impact.

Conclusion

The proposed elimination of home delivery mail service by Canada Post has numerous community impacts, which warrant further discussion and attention before implementation. Issues and concerns include community safety, mail and identity security, lack of appropriate public consultation, location of mailboxes and resulting land use issues and impacts on statutory requirements. It is proposed that Council write to the federal Minister of Transportation to express its concerns to the current proposal to replace home mail delivery service with community mailboxes, and request that Canada Post consult with the City prior to implementing the changes, as outlined in Canada Post Corporations "5-Point Action Plan".

March 31, 2014

- 6 -

A handwritten signature in dark ink, appearing to read 'A. Rattan', with a long horizontal flourish extending to the right.

Amarjeet S. Rattan
Director,
Intergovernmental Relations & Protocol Unit
(604-247-4686)

Att. 1: Correspondence from City of Burnaby



TO: MAYOR & EACH
COUNCILLOR
FROM: CITY CLERK'S OFFICE

	INT
DW	
MJ	
DB	

CITY OF BURNABY
OFFICE OF THE MAYOR
DEREK R. CORRIGAN
MAYOR

2014 March 04

File: 03300-02

Mayor Brodie and Council
City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1

PHOTOCOPIED

MAR 10 2014

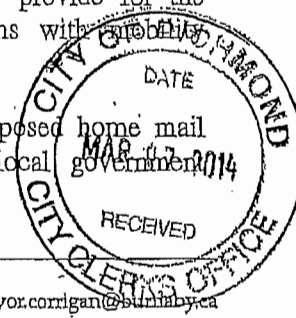
Dear Mayor and Council:

& DISTRIBUTED *AW*

Subject: Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation
(Item No. 01, Manager's Reports, Council 2014 February 17)

Burnaby City Council, at the Open Council meeting held on 2014 February 17, received a report from the Director of Planning and Building regarding the Community Impacts of the Proposal to Eliminate Home Mail Delivery Service by the Canada Post Corporation and adopted the following recommendations contained therein, AS AMENDED:

1. THAT Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:
 - a) require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery service in Canada's urban centres;
 - b) ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
 - c) ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with disabilities restrictions;
 - d) address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government

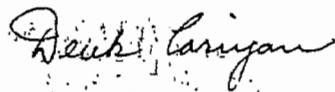


obligations related to the statutory notification of property owners and citizens;

- e) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments.
2. THAT Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report, and to the Federation of Canadian Municipalities (FCM).
3. THAT a copy of this report be sent to:
 - Burnaby MLA's and MP's;
 - The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;
 - BC Chief Electoral Officer - Mr. Keith Archer, Elections BC;
 - All Members of the Lower Mainland Local Government Association (LMLGA), the Union of BC Municipalities (UBCM) and Metro Vancouver;
 - Federation of Canadian Municipalities;
 - Canadian Union of Postal Workers (CUPW) – National Office (377 Bank Street, Ottawa, Ontario K2P 1Y3, and CUPW- Pacific Region (999 Carnarvon Street, New Westminster, B.C. V3M 1G2).
4. THAT this report be forwarded to the Social Issues Committee, Traffic Safety Committee, Environment Committee and the Mayor's Task Force on Graffiti, Voices of Burnaby Seniors and the Seniors Centres in Burnaby for information.

In accordance with the recommendation no. 3, a copy of the report is *enclosed* for your information.

Very truly yours,



Derek R. Corrigan
MAYOR



Meeting 2014 February 17

COUNCIL REPORT

TO: CITY MANAGER **DATE:** 2014 February 11

FROM: DIRECTOR PLANNING AND BUILDING. **FILE:** 2125 20
Reference: UBCM

SUBJECT: COMMUNITY IMPACTS OF THE PROPOSAL TO ELIMINATE HOME MAIL DELIVERY SERVICE BY THE CANADA POST CORPORATION

PURPOSE: To outline the City's opposition to the proposal to eliminate Home Mail Delivery Service by the Federal Government and the Canada Post Corporation.

RECOMMENDATIONS:

1. **THAT** Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:
 - a) require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery service in Canada's urban centres;
 - b) ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
 - c) ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
 - d) address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;
 - e) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments.
2. **THAT** Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report.



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3. **THAT** a copy of this report be sent to:

- Burnaby MLA's and MP's;
- The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;
- BC Chief Electoral Officer - Mr. Keith Archer, Elections BC;
- All Members of the Lower Mainland Local Government Association (LMLGA), the Union of BC Municipalities (UBCM) and Metro Vancouver;
- Federation of Canadian Municipalities;
- Canadian Union of Postal Workers (CUPW) – National Office (377 Bank Street, Ottawa, Ontario K2P 1Y3, and CUPW- Pacific Region (999 Carnarvon Street, New Westminster, B.C. V3M 1G2).

4. **THAT** this report be forwarded to the Social Issues Committee; Traffic Safety Committee; Environment Committee and the Mayor's Task Force on Graffiti for information.

REPORT

1.0 INTRODUCTION

At its meeting on 2014 January 27 under 'New Business', Council requested staff to prepare a report outlining the issues and implications of the recently announced Canada Post service changes. Canada Post has developed a proposal that would eliminate the existing home mail delivery service for urban centers, which would cause significant impacts and issues for Canadian communities and citizens.

In response to Council's request, this report outlines the context and implications of the decision by the Federal Government to proceed with the plan advocated by the Canada Post Corporation. Specifically, this report details issues identified related to the lack of the required public process and consultation; security of private information and property; service for seniors and persons with mobility restrictions; statutory obligations related to legislated government notification to citizens and property owners; and the appropriateness and impact of existing Canada Post powers related to the use of municipally-owned property.

In light of the significant and direct impacts the proposal presents, this report highlights specific concerns for the City and its residents, including the safety of our most vulnerable citizens. In response, this report calls for the immediate review of the proposal to cancel home delivery in

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urban centres to ensure full public consultation and actions to protect the interests of all Canadians.

2.0 BACKGROUND

Canada Post is a Crown Corporation, operating under the Canada Post Corporation Act, and overseen by the Federal Minister of Transportation – the Honourable Lisa Raitt. It is governed by a Board of 11 individuals, including the Chairperson and the President and Chief Executive Officer. All directors, other than the previously mentioned two positions, are appointed by the Minister for a term of up to four years, which can be renewed.

The Chairperson and President and CEO are appointed by the Governor in Council¹ for an appropriate term. The current Chairperson of Canada Post is Mr. Marc A. Courtois and the President and CEO is Mr. Deepak Chopra.

On 2013 December 11, Canada Post announced its '5-Point Action Plan'². The plan's five main components are:

- **Community mailboxes:** Over the next five years, Canada Post will phase out home delivery to urban centers, to be replaced by community mailboxes. The plan states that this change will not affect the two thirds of residential addresses that currently receive their mail through community mailboxes, grouped or lobby mailboxes (i.e. high density residential buildings such as apartment towers or seniors homes), or rural mailboxes.
- **Tiered Pricing:** Beginning 2014 March 31, pending regulatory approval, stamp purchases in booklets or coils will cost \$0.85 per stamp. Individual stamp purchases, not in booklets or coils, will cost \$1 each.
- **Postal Franchises:** Canada Post will expand its retail network and open more franchised postal outlets in stores, while retaining corporate (Canada Post owned) post offices.
- **Operational Changes:** Operations will be centralized and/or streamlined with technology (i.e. more centralized warehouses, with mail sorter equipment).
- **Labour Restructuring:** Canada Post expects to eliminate 6,000 – 8,000 jobs partially through retirement (the 'Plan' states that 15,000 employees are expected to retire in the next 5 years). Pension plan adjustments will also be considered.

On 2014 January 29, Canada Post released a statement outlining that affected postal walks in densely populated urban areas will be the last stage for implementation in the 5-year process, given the acknowledged complexity of siting large community mailboxes installations in these environments. Canada Post is expected to announce which communities will be subject to the installation of community mailboxes and cancellation of home delivery service by the end of February, 2014.

¹ The Governor in Council (GIC) appointments process is a core function of the Senior Personnel Secretariat in the Privy Council Office, on behalf of the Prime Minister and his Office.

² For a full copy of the 'Plan', please visit: https://www.canadapost.ca/cpo/mc/assets/pdf/aboutus/5_en.pdf

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The local governments of Vancouver, Victoria, Saanich, New Westminster, Medicine Hat, Montreal, Sault Ste. Marie and Ottawa and the Union of Nova Scotia Municipalities have all passed motions, directed to Canada Post through the Federation of Canadian Municipalities (FCM), and/or released statements outlining their opposition or stating their concerns with the approach and requesting more information.³

The Official Opposition – the Federal New Democratic Party (NDP), and the Federal Liberal Party have both expressed their concerns regarding the ‘5 Point Action Plan’. The Liberal Party has filed several ‘Access to Information and Privacy’ requests through the Treasury Board of Canada, for documents of communication between Transport Canada, the Privy Council office and Canada Post.

On 2014 January 28, MP Olivia Chow of the Federal NDP tabled an opposition motion in the House of Commons regarding the Canada Post service changes. According to the motion, should this implementation move forward, Canada would be the only country, among the G7 nations⁴, not to have any level of door-to-door mail delivery service within its urban centres.

On 2014 January 29, Canada Post CEO Mr. D. Chopra, through the FCM, released a statement to Canadian local governments. This statement outlined that Canada Post will investigate ‘alternative approaches’ for persons with disabilities, seniors and others who would find travelling to a community mailbox an unacceptable hardship. The release also stated that many businesses will continue to have their mail delivered directly to their premises – specifically businesses in well-established commercial centres and those receiving a large volume of mail. However, some other businesses in more isolated areas, excepting those served by rural mailboxes, may be affected. These details were also included in the nation-wide Canada Post news statement of the same date referenced above.

3.0 COMMUNITY ISSUES

This section outlines the identified major issues, concerns and impacts of the proposal by Canada Post to eliminate home delivery service, as identified by staff as part of the analysis of the ‘5 Point Action Plan’, accompanying press releases and limited background information made available by Canada Post. These identified issues and impacts will affect both Burnaby and other local governments across the country.

3.1 Lack of Consultation with the Public and Key Stakeholders

Of significant concern with regard to the Canada Post proposal has been the overall lack of consultation regarding this important postal service issue with the public and key stakeholders,

³ This list may not be complete, as additional local governments may have issued statements or passed motions since the time this report was written.

⁴ The ‘G7’ is the current ‘wealthiest countries’ by measure of national net wealth – the United States, Japan, France, Germany, Italy, U.K. and Canada.

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including local governments. From the limited available information it has been determined that the consultation completed to date has been advanced without benefit of the general public being provided with information of the specific proposals presented for implementation.

Public Consultation

Canada Post maintains that their consultation process focussed on engaging with members of the public and the business community. According to the limited information being released by Canada Post, the corporation contends that it conducted a 5-month public consultation process from April – August, 2013. This 'consultation process' included a 2013 April 24 news release, an online forum available for discussion through the Canada Post website, signage in post offices and franchise outlets, information on printed postal receipts, and participation of Canada Post leaders in over 40 talk and call-in shows. In addition, Canada Post maintains that it held 46 community forums with invited representatives from different sectors (e.g. business) and neighbourhoods with different types of delivery service. In the Lower Mainland, these conversations occurred in Vancouver and Coquitlam.

Generally, however, staff would conclude that the process undertaken for this consultation process does not meet the basic threshold required for either public engagement or consultation for an issue of such national importance and scope. Given the implications of the changes proposed, a wider and more sustained discussion should have included presentation of facts and issues, followed with specific options that reflected public feedback and concerns. Additionally, the general public should have been provided an opportunity to participate in the process and attend public information meetings. At a basic level, the Canada Post Corporation's claim of wide public consultation and engagement is not well supported, as it was too broad, high-level, severely limited direct public involvement and did not disclose the true intent of the wide-spread and important changes being contemplated for immediate implementation.

Stakeholder Consultation – Local Government

Local governments, as a key stakeholder, would be most directly impacted by these proposed changes in terms of the proposal's impact on residents, corporate services, urban form and land-use policies. Canada Post maintains that as part of its consultation process that it met directly with the Mayors and senior administrative officials of six local governments. It is noted that the information provided by Canada Post does not identify the six communities or the range of issues that were reviewed or if any of the known technical aspects related to the proposal were advanced for review. The size, location and nature of the communities has also not been disclosed by Canada Post.

Again, given the importance of the issues being advanced, the lack of engagement with Canada's local governments, or their regional or national organizations, erodes confidence that the stakeholder review process was in any sense complete or comprehensive. As British Columbia's third largest City, Burnaby should have had an opportunity to review the proposals being advanced and to participate in a technical review to analyze and comment on specific proposals.

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As outlined, to the City's knowledge, no urban municipality, or agency representing Canadian cities, was specifically engaged on the issues of replacing home delivery services with community mailboxes.

Given the implications of the Canada Post proposal to all urban municipalities and their citizens, staff are of the opinion that a more sustained and substantive consultation process with local governments prior to the service delivery changes being decided upon and announced would have been of benefit in identifying and determining issues and impacts of these service changes, including possible remediation approaches.

It is therefore proposed that Council advance its opposition to the proposal on the basis of the lack of wide public and local government review, and request the Federal Government require full and meaningful public consultation and engagement with municipalities, in order to review all options related to preserve continued home mail delivery in Canada's urban centres.

3.2 Mail Security

Another immediate and important concern with the proposal to eliminate home-delivery service is the high level of crime and vandalism experienced at existing community mailboxes. While Canada Post maintains that it locates community mailboxes in areas of natural surveillance, community mailboxes are more prone to many security concerns regardless of their location. The most serious concern is theft of mail through vandalism and breaking locks and access points to community mailboxes. The design and quality of the Canada Post community mailboxes have proven not to be secure and have left citizens' property vulnerable to theft. Additionally, mailboxes are a target of vandalism through graffiti and damage.

According to an investigative report by the Canadian Broadcasting Corporation (CBC), community mailboxes in the Lower Mainland and other urban/suburban areas are particular targets. Burnaby itself is reported to have had several dozen incidents over the past 5 years, including one act of arson, four acts of theft, and several Canada Post mailboxes being overturned and damaged. The number and severity of incidences appear to increase in communities with more community mailboxes already in place. For example, the City of Surrey is reported to have experienced almost 900 incidences over the same period, while the District of Maple Ridge and the City of Langley and District of Langley are reported to have experienced upwards of 400 incidences⁵.

The issue of crime and vandalism of the existing community mailbox program has other widespread impacts that have been demonstrated in a number of recent incidents across Canada. Canada Post does not have the capacity or infrastructure to maintain the existing community mailbox program in order to respond quickly and effectively to repair all of the mailboxes that can be damaged by organized criminal activities. In some instances several community

⁵ For more information, see the CBC Investigative Report at: <http://www.cbc.ca/news/canada/british-columbia/are-canada-post-s-community-mailboxes-really-safe-1.2460515>.

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mailboxes within a city are targeted within a single crime event. The impacts to citizens include the suspension of mail delivery for several weeks to affected communities. In some cases resident's mail would be made available through a Canada Post outlet until repairs can be completed. However, these locations can be located far away from affected neighbourhoods and without the staffing available to effectively serve the public.

The proposal to increase the number of community mailboxes in urban areas will exacerbate the issue of mail theft and impact many more citizens on an ongoing basis. Of specific and serious concern is the vulnerability of community mailboxes to crimes related to identity theft through access to personal information and sensitive mail. Direct theft of cheques, currency, gifts, and parcels has also been reported and associated with community mailboxes. The impact of crime associated with the introduction of community mailboxes on local police detachments through an increase in service calls has not been analyzed or reviewed. Additionally, none of these issues have been fully addressed by Canada Post or included in any public consultation efforts related to the discussion of the proposal to cancel home mail delivery.

It is therefore proposed that Council advance its opposition to the proposal on the basis of the lack of study and information related to implementation of provisions for theft prevention and mail security, and request the Federal Government ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property.

3.3 Safety and Access for Seniors and Persons with Mobility Restrictions

For many senior citizens and persons with mobility restrictions, living in areas currently receiving the home delivery postal service, the proposal to restrict their mail delivery to community mailboxes will represent a significant hardship. For many such persons, it may be difficult or impossible to travel to community mailboxes particularly in inclement weather, if they do not drive, are not in an area well-served by public transit, or have few family members and/or others whom they can ask for assistance.

For some persons with disabilities, there may also be hand-dexterity considerations as keys are required to open each mail slot.⁶ Another potential issue is with the height of assigned mail slots. For some persons utilizing a wheelchair or another mobility device, or who have limited upper body movement, they may be unable to reach up significantly to access their mail slot. Finally, for many individuals isolation is also a factor and the 'human connection' of home delivery service provides a much needed and valuable opportunity for daily conversation, interaction and connection to the wider community.

It is of great concern that Canada Post did not identify these important social planning issues as part of any public consultation program for citizens which should have ensured that vulnerable citizens and their issues were adequately addressed as part of the proposed change to the home

⁶ When persons move into a neighbourhood serviced by a community mailbox, keys to an assigned slot are available for pick-up at a local postal outlet.

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delivery service. Subsequent assurances by Canada Post to further study the issue, as outlined in Section 2.0 of this report, further emphasize the lack of planning and consultation that has occurred to date regarding this important issue and does not provide any confidence that the matter would be resolved through a consultative public process.

It is therefore proposed that Council advance its opposition to the proposal and request the Federal Government ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions.

3.4 Provincial Statutory Public Notification Procedures

Of significant concern is the fact that the Canada Post proposal has been advanced without consultation and review with regard to addressing any conflicts with existing B.C. Provincial Statutory Public Notification procedures. While these processes, and any requirements of mail notification through Canada Post, remain the responsibility of the Provincial Government, there are many impacts on local governments and its citizens. These include but are not limited to the Local Government Act, Elections BC and other statutory municipal notifications.

The proposal to cancel home mail delivery has been advanced without benefit of oversight or any review related to the legal implications regarding a local municipality's responsibility to ensure public notification under the Local Government Act. These laws were originally developed under the basis of existing daily home mail delivery services. For example, notices of a Public Hearing must, as mandated by Section 892 (4)(b) of the Local Government Act, be mailed or otherwise delivered by local governments to all property owners at least 10 days before the hearing date. While Canada Post may maintain that community mailboxes would provide postal service to all residents, many issues remain of concern. Notification may not be deemed to have occurred within the statutory timeframe as property owners would only receive their mail upon collection at a community mailbox, which may not provide timely notification. However, currently home mail service has been deemed to provide legal notification to property owners upon its delivery to a private residence.

Additionally, Burnaby, other local governments and government agencies have not had the opportunity to review and comment on the potential impact of the proposal related to its internal corporate and bylaw practices concerning the legal notification of property owners and residents. This includes taxation notices, bylaw infraction notices, local elections notices and emergency response information and procedures. It is unclear at this point whether the existing notification procedures and stated periods are still adequate or need to be reviewed and updated, based on the current or future mail delivery changes being considered by Canada Post.

Canada Post has also not addressed how it will maintain mail service to hundreds of thousands of citizens that occupy legal and illegal secondary suites, located in single-family homes, duplexes and other building types, which are common in many of the country's urban centres. A high percentage of these citizens may be new immigrants and/or have low incomes. Tenants of private properties, for a variety of reasons (lack of knowledge, language barriers, etc.), may not

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have the opportunity, knowledge, or financial ability to make application and maintain their own mailing addresses and community mailboxes under the proposal by Canada Post.⁷ Although many tenants now share a common home delivery mailbox and therefore can receive and reasonably safeguard their own mail, this opportunity could be lost through the proposed system of community mailboxes. Concerns include a tenant's mail not being safeguarded, or conveniently available, as their access to mail may effectively be controlled by a property owner, who could maintain sole access to the property's designated community mailbox.

These important issues, which have not been identified or addressed by Canada Post, have many implications for all citizens and communities. The proposed discontinuance of the home mail system in urban areas may lead to the erosion of maintaining accurate mailing address lists and government databases, as tenants may not continue to report their own home mailing addresses as they would lose direct access to Canada Post mail delivery.

Elections BC in part provides voting rights on the presentation of various identifications, which includes providing a residential mailing address. Additionally, Elections BC provides mailed 'Voter Notifications' to residential addresses to provide citizens with the location of their designated polling stations. The proposal by Canada Post to cancel home mail delivery has the potential to take away the right of all citizens to be provided with their rightful enumeration and notification by mail for inclusion and participation in Federal, Provincial, and local elections and/or public referendums. The overall impact of the Canada Post proposals would not only erode the reliability of public notification and citizen enumeration, but could harm the very fabric of Canada's ability to serve and ensure that all citizens have an opportunity to fully participate with the election system, which has to date relied primarily on the home mail delivery system.

Given these important inter-related and complex issues, a full review of the position and responsibility of the senior levels of government needs to be completed and fully addressed in any proposal by Canada Post. As stated, this consultation with key stakeholders would specifically include, but not be limited to, the B.C. Minister for Community, Sport and Cultural Development who oversees the Local Government Act and the Chief Elections Officer who is responsible for Elections BC. This consultation should be undertaken with the full notification to and engagement of all citizens, B.C. municipalities and other impacted government agencies.

It is therefore proposed that Council request the Federal Government to address specific issues related to the impact of any proposed home mail delivery changes to existing Federal, Provincial, and local government responsibilities related to the statutory notification of property owners and all citizens.

⁷ It is noted that the cost of the replacement of lost or stolen Community Mailbox keys is currently \$29.

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3.5 Location of Community Mailboxes on City-owned property

The proposal to cancel home delivery in favour of community mailboxes by Canada Post poses specific urban land use issues that have not been fully reviewed or addressed and reflect the lack of consultation with local governments that was outlined in Section 3.1 of this report. In dense urban communities, such as Burnaby, the location and placement of the proposed community mailboxes raises a number of important issues and implications for the City. These include increased legal liability for municipalities who would be faced with many new locations on public property for large installations of community mailboxes, which could pose safety hazards for drivers and pedestrians.

The power to impose this type of development without municipal approval or consultation is provided by the Federal Government through the Canada Post Corporation Act and the regulations made under this Act including the "Mail Receptacles Regulations"⁸. The broad sweeping power of this imposition on local governments was originally intended to serve the distribution of mail under the current system of a home mail delivery model. The use of this power to implement community mail boxes within densely populated urban places was never contemplated or advanced with any consultation with local government concerning the potential impacts.

It is unclear what process Canada Post intends to implement to locate the new community mailboxes. The dimensions of Canada Post's typical suburban community mailboxes are approximately 1668 mm (5.5 feet) long and 470 – 490 mm (1.7 feet) wide. The proposal for urban community mailboxes are expected to be much larger to accommodate more mailboxes including enough space for package delivery.

Canada Post's current criteria⁹ for the placing of community mailboxes in new sub-divisions or other suburban residential developments, states that community mailboxes should be:

- placed a minimum of nine metres from intersection corners;
- not installed at major intersections;
- placed in areas not with heavy traffic volume;
- visible to multiple houses or buildings for natural surveillance;
- installed in proximity to the addresses it serves;
- located adjacent to areas where 'pulling over' into the shoulder or street parking area is allowable 24 hours a day;
- installed near a natural 'entry point' to a neighbourhood or development; and
- installed near existing street lighting fixtures.

⁸ Specifically, "The Corporation may install, erect or relocate or cause to be installed, erected or relocated in any public place, including a public roadway, any receptacle or device to be used for the collection, delivery or storage of mail." [Canada Post Corporation Act, Mail Receptacles Regulations (SOR/83-743)]

⁹ For more information, please visit: http://www.canadapost.ca/cpo/mr/assets/pdf/business/standardsmanual_en.pdf

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It is therefore proposed that Council, as part of its opposition to the overall program, request the Federal Government to remove the discretion of the Canada Post Corporation to utilize City-owned property for an expanded community mailbox program for urban centres, without the direct consultation and specific approval of any affected local government.

4.0 LMLGA AND UBCM RESOLUTION

In light of the significant, complex, unaddressed issues outlined in this report and that the proposed Canada Post service delivery changes are of considerable scope and affect both Burnaby and other local governments nation-wide, the following resolution has been prepared for Council's consideration. It has been reviewed for submission with the concurrence of the City Solicitor, the Director Engineering, the Director Parks, Recreation and Cultural Services, and the RCMP 'Officer in Charge':

RESOLUTION: Suspension of Canada Post Home Delivery Service

WHEREAS local governments have a direct interest in the security and stability of Canada's postal system, both in terms of municipal corporate operations and services available to citizens;

AND WHEREAS the service delivery changes would directly impact local governments, including in relation to land-use policy, requirements for municipal land and rights-of-ways, infrastructure for paving, lighting, and waste management, and public safety considerations (etc.);

THEREFORE BE IT RESOLVED that the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM) call on the Federal Government and Canada Post, through the Federation of Canadian Municipalities and other avenues as appropriate, to suspend the Canada Post delivery changes until a sustained, substantive consultation process with local governments and the public is completed and identified issues are addressed.

It is therefore proposed that Council endorse the resolution for submission to the 2014 Lower Mainland Local Government Association (LMLGA) in order to advance to Annual General Meeting of the Union of BC Municipalities (UBCM) Convention. Further it is proposed that Council advance a copy of this report to all members of Metro Vancouver, the LMLGA and the UBCM for their information.

5.0 CONCLUSION

This report provides, for Council's information, a broad overview of the major identified issues and impacts of the proposed Canada Post service delivery changes and its specific implications for the City of Burnaby and other local governments. Although it is acknowledged that this review has been based on limited information released by Canada Post, there remain too many

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Currently, Canada Post places its required infrastructure on the City of Burnaby lands without the approval or any consultation with city staff (for the small letter mailboxes or postal carrier mail pick-up boxes). As a result, the Engineering Department would be required to contact Canada Post should any traffic or community issues be identified by staff or citizens. Canada Post currently is not obliged by law or any corporate policies to comply with community concerns regarding the location of its postal boxes. Canada Post has also developed no criteria that would provide guidelines for the implementation of Community mailboxes in dense urban areas, such as Burnaby. These guidelines would presumably also be reflected in an updated "Mail Receptacles Regulations" which would be amended by the Government of Canada.

There is some uncertainty if the proposal could be successfully integrated into some neighbourhoods given the lack of space within the streetscape to accommodate large installations of this type in multiple locations. This will pose difficult choices in locating community mail boxes and may be intrusive and of great inconvenience for many neighbourhoods and citizens. Additionally, it is unclear whether or not the "Mail Receptacles Regulations" provides the legal right for Canada Post to place community mailboxes on any municipal, school district or provincially-owned titled properties which may be included in the definition of the law's use of the term "public place". There are a host of concerns that have been identified related to Burnaby accommodating community mailboxes on City-owned lands which include:

- the availability and suitability of locations for mailboxes to serve all neighbourhoods;
- the ability to serve rapidly expanding residential areas effectively;
- the visual impact of community mailboxes in an urban environment;
- the impact on neighbouring properties and local land uses;
- the need for selective sidewalk and road improvements;
- the need and responsibility for community consultation;
- safety or access concerns (i.e. blocks traffic 'sight lines' or does not leave sufficient sidewalk space for a wheelchair to pass);
- any legal costs or liability from arising injuries or accidents;
- ability for location to accommodate the need for resident street parking;
- traffic volumes, movement and safety around community mailbox locations;
- security and lighting;
- snow and ice removal;
- vehicle access for Canada Post delivery staff;
- vandalism, graffiti and theft; and
- the need for provisions for litter clean-up and garbage removal.

All of these concerns carry with them a new level of municipal responsibility and costs that could become a significant financial burden for Burnaby's taxpayers and other municipalities.

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important issues of great concern to local governments and citizens that require immediate response. These issues include the lack of consultation with the public and local governments; mail security, safety and access for seniors and persons with limited mobility; impacts on existing federal, provincial and local government obligations related to statutory notification; and issues associated with the location of community mailboxes in urban areas including the impacts on the operations and legal liabilities for municipalities.

It is therefore proposed that Council, through the Office of the Mayor, write to the Federal Government and the Canada Post Corporation, through the Federal Minister of Transportation, to express its opposition to the current proposal to replace home mail delivery service with community mailboxes and request immediate review and amendment of the Canada Post Corporation's '5-Point Action Plan,' as outlined in this report, to:

- require full and meaningful public consultation and engagement with municipalities in order to review all options in order to preserve continued home mail delivery in Canada's urban centres;
- ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;
- ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;
- address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;
- remove the discretion of the Canada Post Corporation to utilize City-owned property for an expanded community mailbox program in urban centres, without the direct consultation and approval of local governments.

These issues are of wide interest to all Canadians and other local governments and warrant the City to advance a resolution to garner the support of the LMLGA and UBCM.

A resolution has been prepared for Council's consideration to seek support from other affected local governments for its concerns regarding the potential impacts of the decision by the Canada Post Corporation. This is for submission to the 2014 Lower Mainland Local Government Association (LMLGA) Annual General Meeting and Union of BC Municipalities (UBCM) Convention, as outlined in Section 4.0 of this report.

It is recommended that a copy of this report be sent to: Burnaby MLA's and MP's; The Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development; BC Chief Electoral Officer - Mr. Keith Archer, Elections BC; all Members of the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM); the Federation of Canadian Municipalities; and the Canadian Union of Postal Workers (CUPW) and CUPW- Pacific Region.

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A copy of this report is proposed to be forwarded to the Social Issues Committee; Traffic Safety Committee; Environment Committee and the Mayor's Task Force on Graffiti for information.

Lou Pelletier, Director
PLANNING AND BUILDING

RM/JW:sa:sla

cc: Deputy City Managers
Director Engineering
Director Finance
Director Parks, Recreation and Cultural Services
OIC - RCMP

Fire Chief
Chief Building Inspector
Chief Librarian
City Solicitor
Deputy City Clerk

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City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 28, 2014

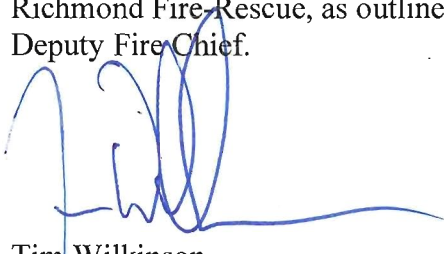
From: Tim Wilkinson
Deputy Fire Chief

File: 99-Fire Rescue/2014-
Vol 01

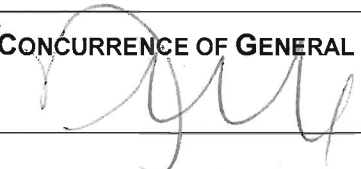
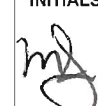

Re: Hazardous Materials Equipment Loan Agreement - Her Majesty The Queen

Staff Recommendation

That the Chief Administrative Officer and General Manager of Law and Community Safety be authorized to execute a loan agreement on behalf of the City of Richmond and Her Majesty The Queen In Right of Canada for hazardous materials identification equipment to be used by Richmond Fire-Rescue, as outlined in the report dated March 28, 2014 from Tim Wilkinson, Deputy Fire Chief.



Tim Wilkinson
Deputy Fire Chief
(604-303-2701)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Intergovernmental Relations & Protocol Unit	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
Finance	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

This report supports Council's Term Goal 5.5:

Continue to vigorously pursue joint funding opportunities between ourselves and federal and provincial governments for capital projects.

The Federal Government of Canada (the Minister of Health on behalf of Her Majesty the Queen In Right of Canada) has hazardous materials (hazmat) equipment valued at \$389,740 that would be of benefit to Richmond Fire-Rescue and other City departments.

A loan agreement term commencing the date the last signature is affixed to the loan agreement to October 31, 2033 is proposed.

Background

Richmond's Hazmat Program is part of the City's overall Emergency Plan. The Hazmat Program's purpose is to assess risk, consider prevention initiatives, be prepared for response, and have recovery measures in place to manage hazmat incidents in Richmond, and RFR plays key roles in the City's associated Dangerous Goods Spill Response and Chemical, Biological, Radiological, Nuclear and Explosives (CBRNE) Plans.

Fire personnel are trained and equipped to respond to hazmat emergency response calls in Richmond and to work with other agencies. Calls involve the containment of hazardous materials such as chemical leakages, oil and gas spillages, and drug-related police incidents. In 2013, RFR responded to 124 hazmat 9-1-1 calls.

The equipment offered for loan would enable Richmond Fire-Rescue to detect and identify explosives, weapons, chemical agents, biohazards, nuclear and radioactive materials, and narcotics at a world class level, augmenting Richmond's existing Hazmat Program services and capabilities.

Analysis

The stated Federal Government purpose of the loan agreement is to offer the City (RFR) the use of equipment to:

1. Augment their rapid response capability to respond to actual or suspected CBRNE or hazmat incidents within Richmond;
2. Support their obligations to other municipal, provincial, or federal partners as appropriate/directed/requested/approved by senior management.

Operational improvements for RFR:

1. Hazmat responders can increase their ability to identify and mitigate hazardous materials;
2. Additional equipment can be deployed more widely into fire halls, creating more rapid accessibility and response.
3. Delay of purchase of new monitoring equipment by City of Richmond, optimizing budget allocation to other high priority Hazardous Materials program purchases.

The basic terms of the loan agreement are as follows:

Equipment: The equipment being offered for loan includes:

1. Hazardous Materials Equipment
 - a. Materials Identification: monitors, detectors, meters, analyzers, test kits and microscope
 - b. Personal Protection Devices: masks and air tanks
 - c. Air shelters and multi-person decontamination tents
 - d. Satellite Communication: phones, radios, dish
 - e. Computer software and a printer
2. Deployment Vehicles:
 - a. An emergency response truck to transport the equipment
 - b. A van for operational support

Loan Term: Nineteen years (ending in 2033). Agreement can be terminated in whole or part by either party by giving 14 days written notice.

Liability: The City, by signing the agreement, would be responsible for:

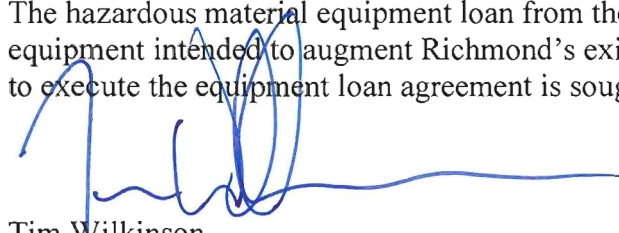
1. Indemnifying and saving harmless "Her Majesty".
2. Insuring the property, for full replacement value, against fire, theft, loss or other casualty.
3. Maintaining the equipment in good repair (storage, repair, maintenance) and obtaining annual licensing (software and vehicular).
4. Returning the equipment in the same condition, excepting wear and tear, at the end of the term.

Financial Impact

RFR has determined that the operational budget impact would be \$6,000 per year, funded within the existing budget level, and beginning in 2015 as the equipment will be delivered to the City in a fully operational state in 2014. This funding would be used to insure vehicles, maintain equipment and update computer software.

Conclusion

The hazardous material equipment loan from the Federal Government allows the use of specialized equipment intended to augment Richmond's existing Hazmat Program service delivery. Permission to execute the equipment loan agreement is sought from Council.



Tim Wilkinson
Deputy Fire Chief
(604-303-2701)



City of Richmond

Report to Committee

To: Community Safety Committee
From: John McGowan
Fire Chief, Richmond Fire-Rescue
Date: March 28, 2014
File: 09-5000-01/2014-Vol
01
Re: Richmond Fire-Rescue – February 2014 Activity Report

Staff Recommendation

That the staff report titled "Richmond Fire-Rescue – February 2014 Activity Report" dated March 28, 2014 from the Fire Chief, Richmond Fire-Rescue be received for information.

John McGowan
Fire Chief
(604-303-2734)

Att. 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. 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:

To protect and enhance the City's livability through service excellence in prevention, education and emergency response.

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

Training Office Update

The new recruits completed their seven-week Orientation Training module during the month of February. Their programs included: Auto Extrication, Fire Ground Survival and Fire Ground Task Functions. The information and exposure to the variety of subjects ensures the success of the recruits when they transition to shift duty with the suppression crews.

Education

With a goal 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:

- February was Heart Health Month and RFR conducted a media campaign educating the public on the risks and prevention activities related to heart disease. New releases, Facebook and fire hall sign messages were used to educate the public. RFR crews attended several incidents of heart related calls, including:
 - A full arrest of a person at YVR, the patients pulse was restored. RFR crews worked with BCAS to restore the patient's pulse;
 - A cardiac arrest on Viking Way. A bystander had started CPR and had twice brought the patient back to breathing. On arrival RFR set up an Automated External Defibrillator (AED) and continued with patient care with BCAS. The patient was transferred to hospital;
 - A pulse was regained using CPR protocols on a cardiac on Aspin Drive. One firefighter accompanied the patient to hospital; and
 - RFR crews set up an AED and used CPR protocols for a female who had suffered a cardiac arrest at Sunnyholme Crescent. The patient's pulse was regained and RFR assisted with patient care and transport to hospital.

- In February, our safety messages focussed on Smoke Alarm battery replacement and maintenance by relaying the importance of regular maintenance of the devices.
- Spring Cleaning and the dangers of build up of debris around homes and gardens was another theme. The removal of accumulated combustible materials around structures such as dead vegetation or stored materials is an annual Spring Cleaning Safety campaign which will continue 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. In February there were several incidents of pot on stove related fires which included injury to residents and damage to property. RFR continues to monitor Richmond's emergency response statistics and focuses its education campaigns and materials to align with the community risk.

RFR continues to work with the RCMP, other City agencies and community partners to advance pedestrian safety. The Pedestrian Campaign is scheduled and will run in the spring.

Community Involvement

RFR participates in events and activities advancing public education and community bridge building. During February 2014 the following took place:

- On one day 16 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 *Renaissance Kids Preschool* and *Two Times Pre-School Group*. Fire crews provided approximately 61 preschoolers with safety messages in Stop, Drop and Roll and 9-1-1 How to Use the Telephone.
- Educational workshops were provided for seniors at the *Minoru Place Activity Centre*. 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 messages for seniors.
- The Local 1286 Firefighters Union volunteered their time to attend the *Annual Touchstone Pancake Eating together Breakfast* at DeBeck Elementary School. This provided another opportunity for the community to interact with the firefighters in a positive way. Adults were provided with kitchen safety messaging and children were given reflective slap bands, stickers and candy with safety messages.
- RFR staff located at all fire halls participated in the *Pink Shirt Day – Anti-bullying campaign*. Crews wore pink t-shirts to raise awareness of bullying, show support for the campaign and promote the anti-bullying message.
- In February RFR crews distributed a Fire and Life Safe Community bulletin to residents in the Ainsworth area as a result of a fire incident in the area. The bulletin promotes Fire and Life Safety tips including clothes dryer maintenance, debris clean up around risk areas, and safe combustible storage messaging.

Emergency Response

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

There were 16 fires in February 2014. Fire losses during the month are estimated at \$887,250. This total includes \$864,850 for building loss and \$22,400 for content loss. The increase in total content loss was attributed to one event with an estimated \$750,000 of damage to property as a result of water damage. The total building and content value at risk was estimated to be \$18,339,900, and the total value preserved was \$17,452,650. These numbers translate to 95% of value protected (see Figure 1 below).

Figure 1: Fire Calls By Type and Loss Estimates – February						
Incident Type Breakdown	Call Volume	Estimated Building Value \$	Estimated Building Loss \$	Estimated Content Value \$	Estimated Content Loss \$	Estimated Total Value Preserved \$
Residential:						
- Single-family	4	4,353,000	93,100	1,096,400	3,500	5,352,800
- Multi-family	4	1,014,000	2,500	39,000	1,800	1,048,700
Commercial/Industrial	4	11,500,000	767,250	335,000	17,100	11,050,650
Fire – Outdoor	3	-	-	-	-	-
Vehicle	1	2,500	2,000	-	-	500
Totals*	16	16,869,500	864,850	1,470,400	22,400	17,452,650

*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 February incidents:

- Crews responded to an incident on Minoru Road where a waste basket on the second floor was on fire. The fire was easily extinguished but it was noticed that the ceiling tiles had been removed, potentially allowing the fire to spread. RCMP were requested to further investigate due to potential criminal activity.
- RFR responded to Ainsworth Drive for a clothes dryer fire. The home owner had tried to extinguish the fire but was overcome by the smoke and was taken to the hospital. The damage was kept to the laundry room but smoke was throughout the home. The entire family was home at the time of the fire and no one else was injured.
- A structure fire on Gilbert Road was suppressed by the sprinkler system causing major water damage. The fire was reported to Hall 1 at 5am by a diligent paper carrier who had noticed the water.
- Other fire incidents during February included: a fire in Rideau Park School on Demorest Road and a laundry room fire on Leslie Road which caused significant damage to the single storey structure.

During February RFR crews responded to a number of medical incidents relating to assaults or traumatic injuries including:

- An assault on General Currie Road where a man was left with lacerations to the face;
- On Jones Road a person was found lying on the ground bleeding from face lacerations;
- A suspicious death caused by a fall from the 12th floor of a hotel. The incident is still under investigation by the RCMP; and
- Assistance was provided to BCAS for a gunshot victim on McKim Way. Crews were later requested back to the scene, by the RCMP, to wash down the scene of the incident;

RFR crews responded to multiple motor vehicle incident calls, including:

- Crews attended a rolled over vehicle at St Edwards Drive which pushed the highway dividers out onto Highway 99. The incident closed one lane on Highway 99 and St. Edwards were completely shut down. RFR crews attended to patient care and two people were taken to hospital. RCMP investigated.
- A semi trailer struck the Blundell Overpass. There were no injuries but significant traffic backups and damage to the overpass.

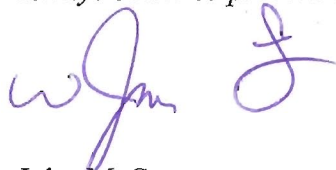
A summary of 9-1-1 emergency response statistics is found in Attachment 1, Tables 1, 2, 3 and 4. The location of February's fire, medical and motor vehicle incident calls are depicted in Attachment 2, Figures 1, 2 and 3.

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 and it is always better to prevent a situation from occurring.*



John McGowan
Fire Chief
(604-303-2734)

JM:js

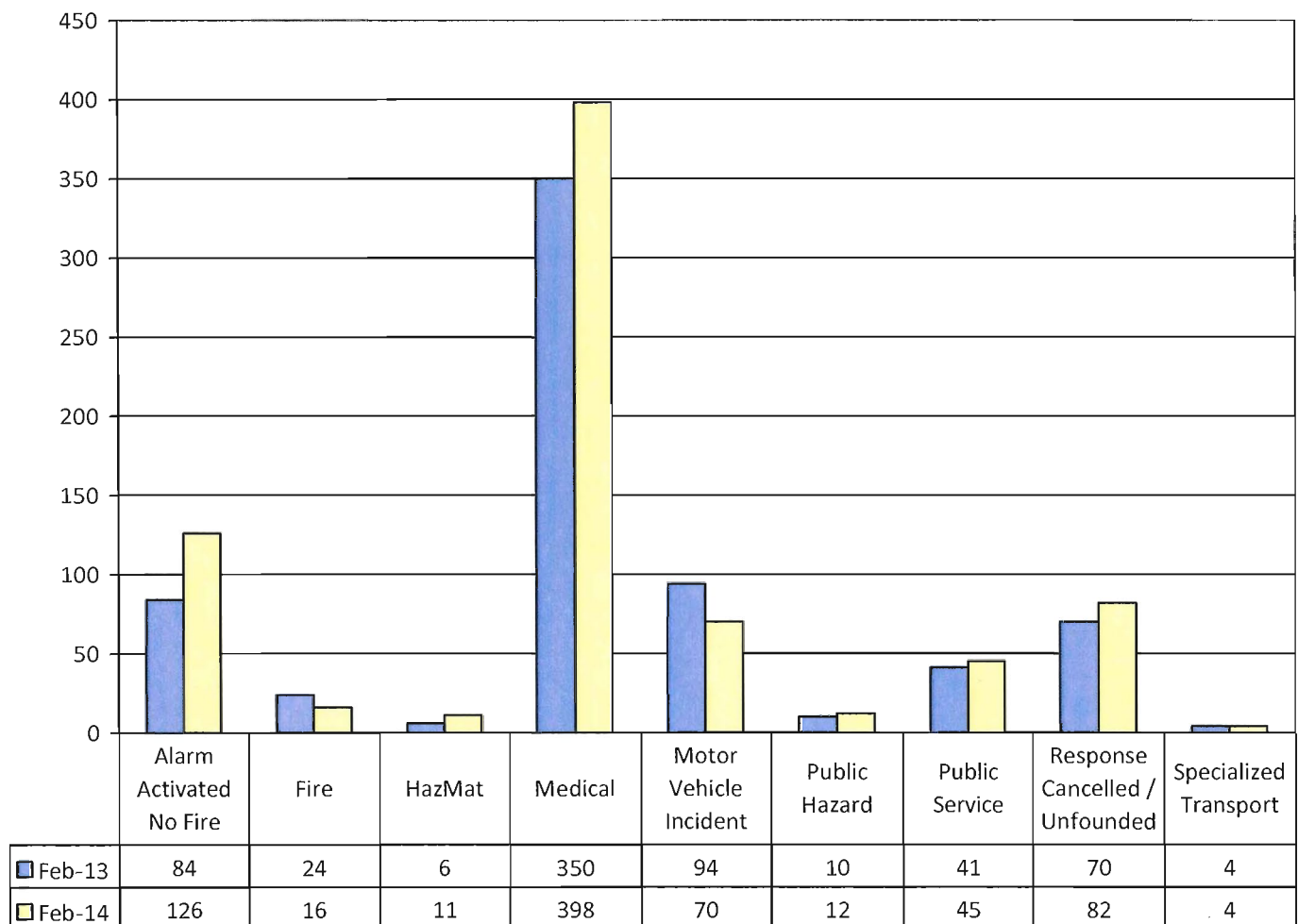
Att. 1: Suppression Activity

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

Suppression Activity

The following chart provides a month to month comparison regarding incidents occurring in February 2013 and 2014. In February 2014, there were a total of 764 incidents, compared to 683 in February 2013. This represents an increase of 11.9%. The majority of the increases were attributed to fire and medical calls.

Table 1: February 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 52% of the total emergency responses for RFR during the month of February. A detailed breakdown of the medical incidents for February 2013 and 2014 is set out in the following table by sub-type. There were a total of 398 medical incidents in February 2014 compared to 350 February 2013 an increase of 13%. Increases in medical incidents of falls could be as a result of snow and ice present during the month of February.

Table 2a: February 2013 & 2014 Medical Calls by Type

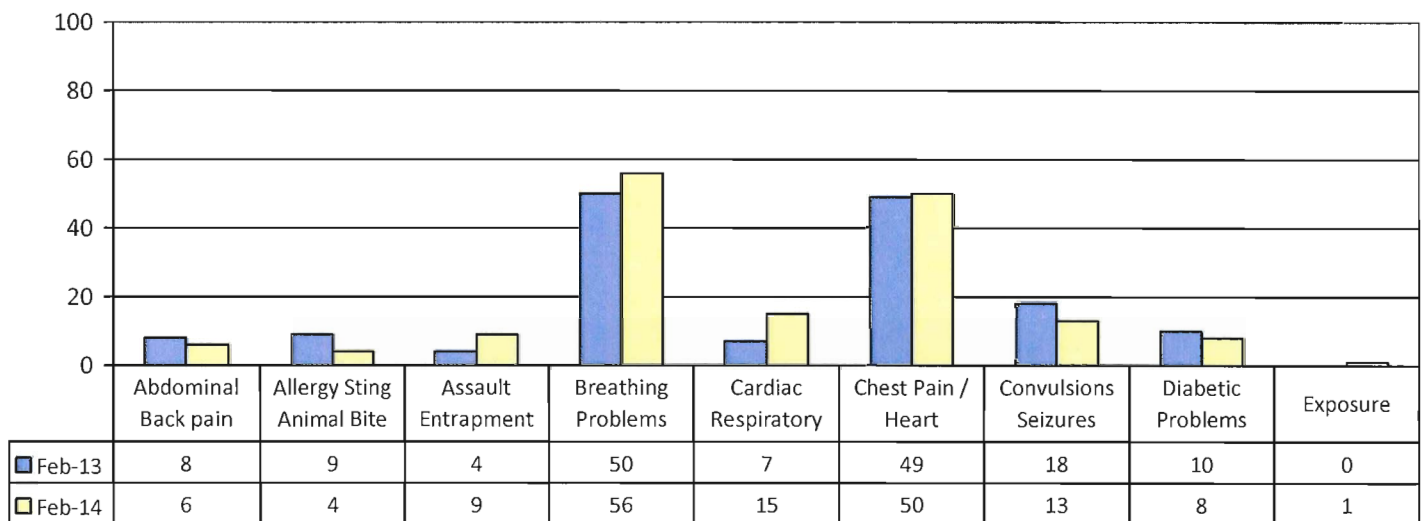
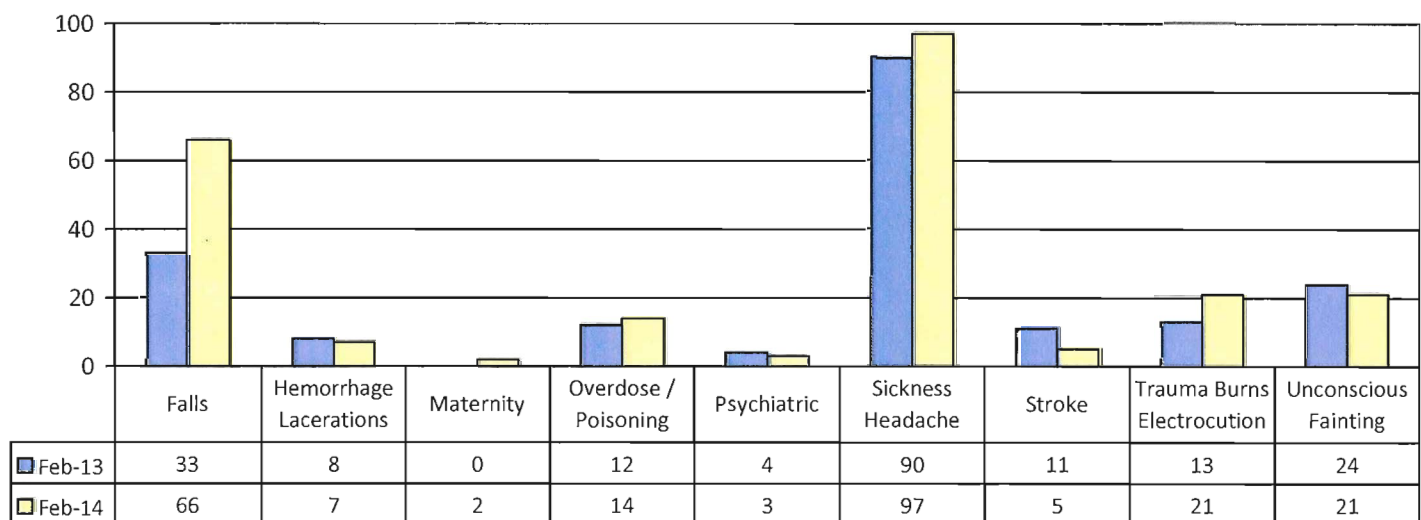


Table 2b: February 2013 & 2014 Medical Calls by Type



Fire Investigations

The fire investigation statistics for February 2014 are listed below:

Table 3: Total Fire Investigation Statistics – February			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	3	1
Residential - Multi-family	1	2	1
Commercial/Industrial	-	3	1
Fire – Outdoor	1	1	1
Vehicle	-	-	1
Totals	2	9	5

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.

HazMat

Table 4: HazMat Calls By Type – February	
	Details
Corrosive	0
Natural Gas / Propane Leaks (small)	8
Misc. (empty containers to unknown powder)	3
Totals	11

Figure 1. Location of February's fires (total 16)

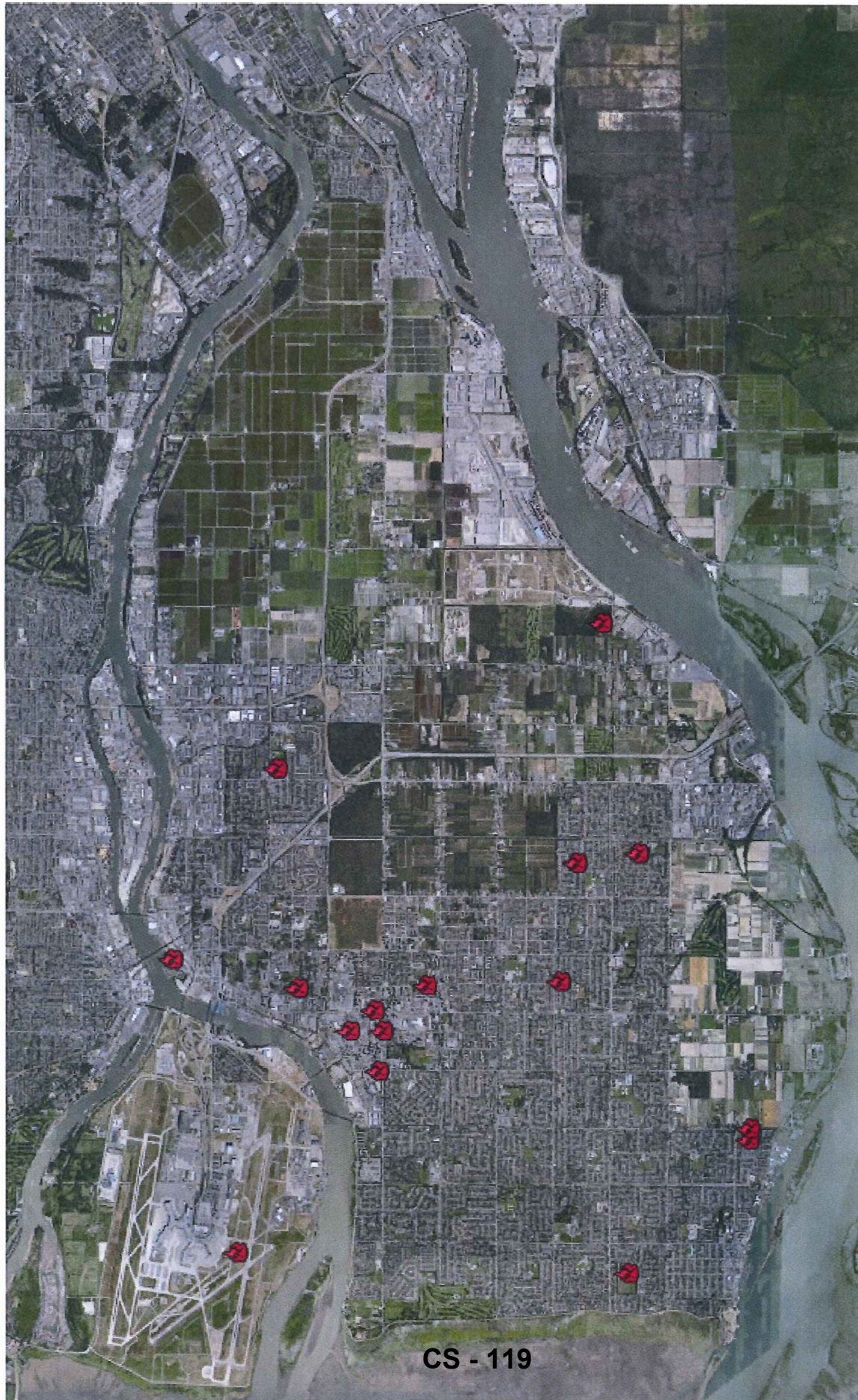


Figure 2. Location of February's medical calls (total 398)

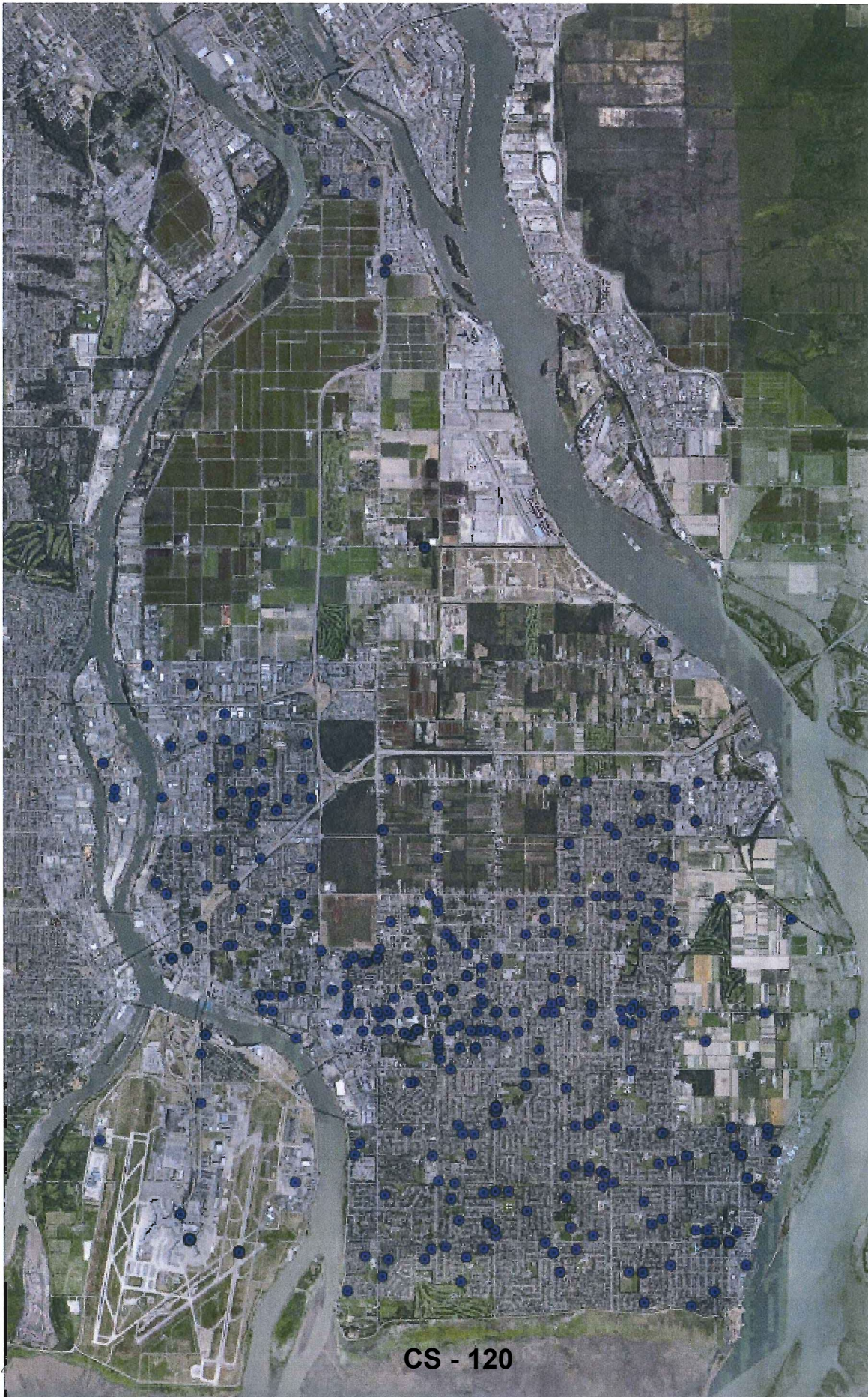
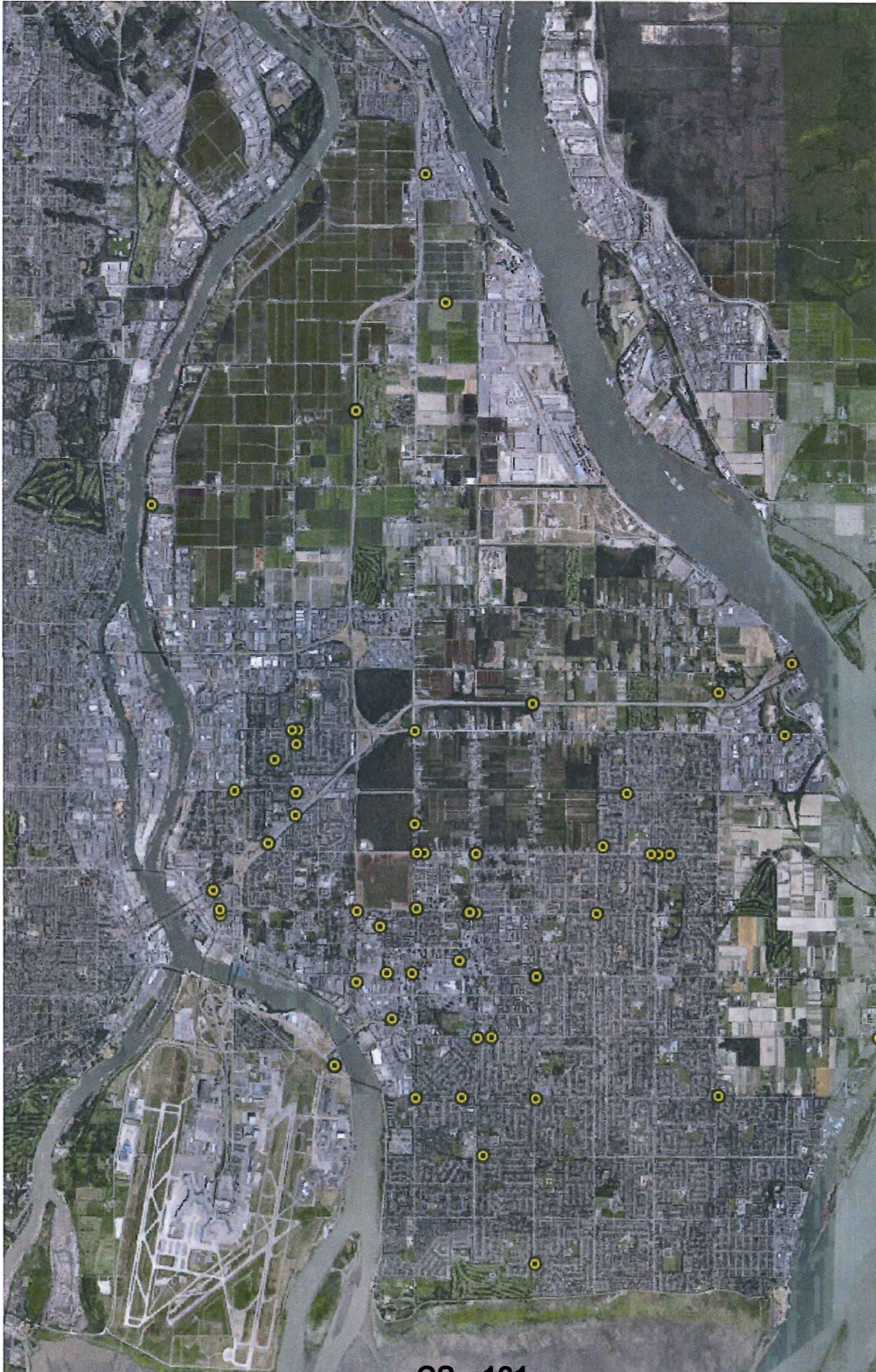


Figure 3: Location of February's MVI calls (total 70)





City of Richmond

Report to Committee

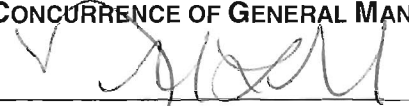


To: Community Safety Committee **Date:** March 28, 2014
From: Rendall Nasset **File:** 09-5000-01/2013-Vol
Officer In Charge, Richmond RCMP Detachment 01 (14.8)
Re: RCMP's Monthly Report – February 2014 Activities

Staff Recommendation

That the report titled "RCMP's Monthly Report – February 2014 Activities" (dated March 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: 3

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 February 2014 activities.

Noteworthy Files and Activities:

Shooting on McKim Way

On February 1, 2014, one man was taken to Richmond General Hospital with non-life threatening injuries after an early morning shooting on McKim Way. Richmond RCMP Serious Crime Unit along with the Forensic Identification Unit were at the scene gathering evidence trying to find out what happened. It was quite a while before the scene was cleared and all the witnesses who came forward were interviewed. This event is still under investigation.

Drinking on Airlines

There were two separate incidents regarding passengers drinking excessively onboard flights arriving at the Vancouver International Airport. On February 2, 2014, an Australian man was charged with causing a disturbance, mischief and assault after he became violent while intoxicated during a China Southern Airlines flight inbound from Australia.

In the second incident, one man has plead guilty to causing a disturbance when he became aggressive on a plane while intoxicated. The man was arrested by two-off duty police officers from Winnipeg and Saskatoon who assisted flight staff when the man refused to leave the plane. The male was escorted off the flight where he was held by the officers until the Richmond RCMP arrived.

Suspicious Death

On February 8, 2014 just after 9:00 pm Richmond RCMP was called to St. Edwards Street after a report of a suspicious death. The matter has been turned over to the coroner's office as it has been determined that death was not a result of foul play.

Auxiliary Constables

The primary mandate of Richmond's Auxiliary Constables is to support community police activities relating to public safety and crime prevention, including support of community and special events, as well as participating in a variety of crime prevention programs within the City of Richmond.

An Annual Report for the 2013 Richmond RCMP Detachment Auxiliary Constable Program is attached as Attachment 1.

Community Policing

Highlights

On February 12, 2014, three Community Police members and four volunteers conducted a two hour Jaywalking/Pedestrian blitz where they talked to approximately 250 people and educated them about being safe as a pedestrian. The locations where the blitz took place were: Cook Road, Saba Road, Buswell and No. 3 Road at Westminster Highway.

The volunteers, along with Victim Service members, Traffic and Community Policing members from the Richmond RCMP participated in a one day Distracted Driver's campaign on February 14, 2014. There were ten deployments altogether, 2,739 vehicles were checked during the campaign and 52 letters were sent to drivers that were distracted.

On February 27, 2014, volunteers conducted a Jaywalking/Pedestrian Safety Campaign with Community Police members, Victim Service members and Translink Police. The campaign attracted approximately 250 people, who walked away with information on practicing safety as a pedestrian.

Block Watch

There were 407 letters and 65 emails 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, 17 Business Link letters and 24 emails were sent to Richmond businesses that experienced a break and enter during this period. Both residential and Business Link break and enter letters and emails 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.

Richmond Detachment Stolen Auto Recovery and Lock Out Auto Crime Statistics

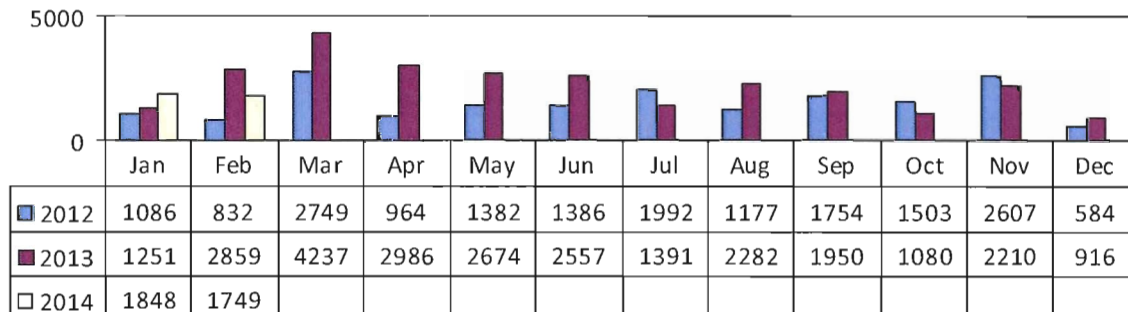
Notices supplied by ICBC are issued by a community volunteer and left on every car in local parking lots. The notice will have the Community Police Station name, crime prevention tips, location and date written on it, as well as a list of questions that have been checked "yes" or "no". These notices will indicate to the reader what issues need to be addressed in order to keep his or her vehicle safe.

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?

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**

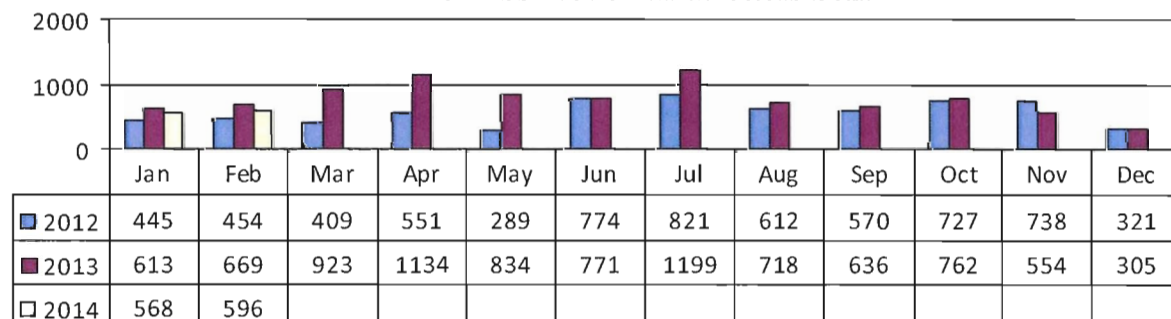


Richmond Detachment Speed Watch Statistics

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 vehicle's 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.

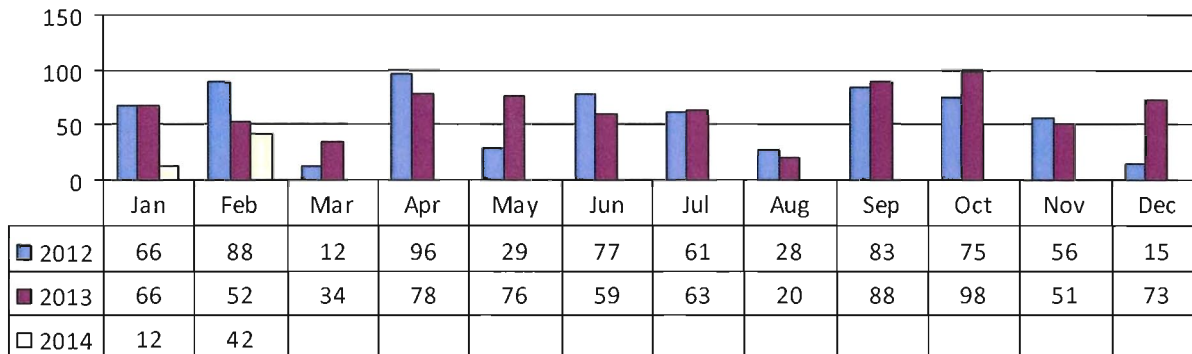
**Figure 2: Richmond Detachment Speed Watch
Vehicles Viewed with Letters Sent**



Richmond Detachment Distracted Drivers Statistics

While volunteers are 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**



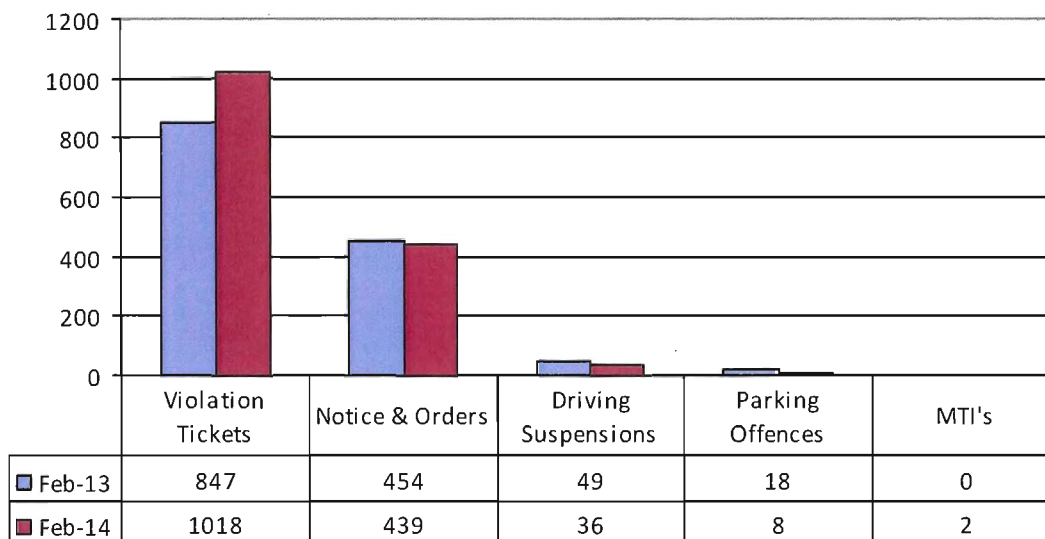
Community Police Volunteer Bike and Foot Patrol Program

In February 2014, there were seven bike patrols totalling 41 hours as well as 14 foot/van patrols totalling 99 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 February 2013 and February 2014. In February, 2013 there were a total of 1,368 tickets compared to February, 2014 which had a total of 1,503, an increase of 9.8%. This increase is due to more traffic members being available to conduct those particular duties as they weren't focused on any fatalities or major motor vehicle accidents, which takes up a lot of the Road Safety Unit's resources.

Figure 4: Service Demand Month-to-Month Comparison

Victim Services

From February 1, 2014 to February 28, 2014, Richmond RCMP Victim Services provided services to 28 new clients, attended 8 crime and trauma scenes in addition to the active caseload of 140 ongoing files. Victim Services responded to a number of complicated files this month which involved issues of mental health and substance abuse by some or all parties, as well as a number of medical related sudden deaths.

Crime Statistics

Crime Stats – see Attachment “2”

Crime Maps – see Attachment “3”

Financial Impact

There is no financial impact associated with this report.

Conclusion

For the month of February 2014, policing in Richmond has been steady but quiet. February was right on trend for the amount of calls that the detachment had in 2011, 2012 and 2013 which are typically calm due to the colder weather.

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

Attachment 1: Annual Report for the 2013 Richmond RCMP Detachment Auxiliary Constable Program
Attachment 2: Crime Stats
Attachment 3: Crime Maps

Richmond RCMP Detachment Auxiliary Constable Program



Annual Report - 2013

- **Summary:** 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.

Additionally, Auxiliary Constables are authorized to accompany Regular Members on patrol and can perform other police functions under both general and direct supervision; such as office duties, special events, property checks, traffic and crowd control, gathering information and assisting with minor reports, and assisting Regular Members at emergency call-out and disaster response situations.

2013 was an active year for the Auxiliary Constable program in Richmond, with a renewed commitment from our current members to contribute to community safety and to assist the detachment wherever possible. Highlights included:

- A significant increase in the annual volunteer hours contributed by each of our active Auxiliary Constables.
- The addition of new troop of 17 cadets that started training in September, and are expected to graduate in April.
- A significantly increased focus on Community Events and Crime Prevention Programs as the core activities of the program in Richmond.
- An increased use of Auxiliary Constables by the Watches, to assist with large incidents, providing traffic control, crowd control and scene security. Additionally, Auxiliary Constables were called in to assist with urgent searches for missing persons.

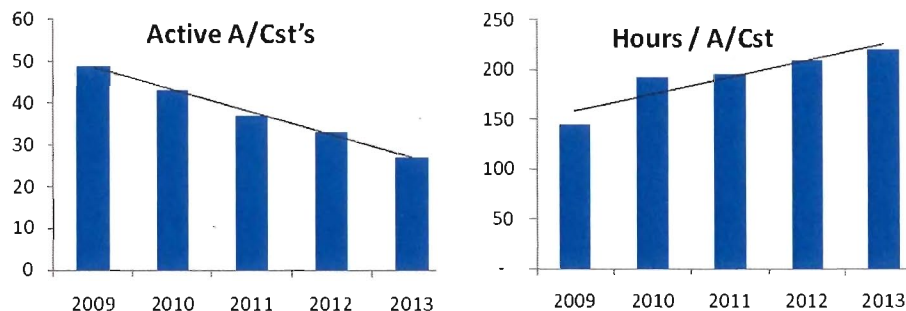
Membership Updates

- **Manpower:** The following chart is a Summary of Richmond's Auxiliary Constable membership for the past 5 years:

YEAR	JOINED	LEFT	ON LOA	ACTIVE A/CST'S	TOTAL HOURS	HOURS / /CST
2009	18	4	2	49	7,080	139
2010		6	2	43	8,286	193
2011		5	3	37	7,216	195
2012		4	3	33	6,918	210
2013	17	3	6	27	8,200**	221*

As of December 2013, there were 27 active Auxiliary Constables in Richmond detachment, with 6 additional members currently on Leaves of Absence (LOA) and an additional 17 cadets currently in training.

** (The total of 8,200 hours in 2013 includes 2,244 hours of training for the 17 new cadets. The 27 active members completed 5,956 hours, which equates to 221 hours per Auxiliary Constable.)



Through the ever-increasing efforts of a reduced number of active Auxiliary Constables, we have been able to maintain a consistent level of service to the City of Richmond and to the Richmond Detachment. Specifically, although we have 45% less active Auxiliary Constables than in 2009, our remaining members have increased their individual hourly contributions by 59% over the same period.

- **Recruiting:** A new troop of 25 Auxiliary Constables was approved by the OIC in 2012. We had a total of 175 citizens register for Recruiting Information Sessions, resulting in 74 completed application packages. After the application review, interview and security clearance processes, 17 citizens were invited to participate as cadets in the RCMP Auxiliary Constable training program.

The cadets will each complete a total of approximately 500 hours of training over 7 months, and are expected to be sworn-in as Auxiliary Constables in April.

This will bring us to 44 actively serving Auxiliary Constables for 2014. These additional Auxiliary Constables will allow us to expand the Crime Prevention programs that we assist with, and increase our attendance and visibility at Community Events in 2014.

Program Activities

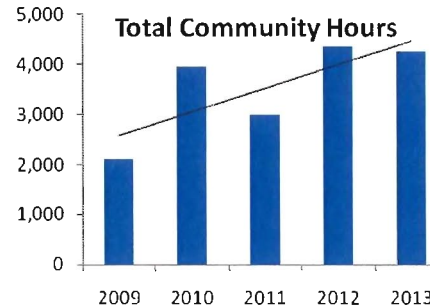
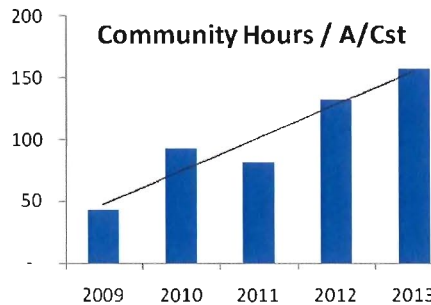
- **Summary:** Auxiliary Constable volunteer hours and activities for 2013, compared to the previous 2 years (complete data available only since 2011):

REPORTING CATEGORY	ACTIVITY	2011	2012	2013
Community Policing	Community Crime Prevention Programs	1,482	1,879	1,602
	Community Events	1,500	1,605	1,850
	Program/Detachment Support Duties	1,200	879	810
Training	Required & Optional Training Courses	1,144	1,149	2,805
Court	Required Court Appearances	10	6	0
Ride-a-longs	General Duty Ride-a-longs	1,383	1,077	679
	Call-outs, & other Ride-a-long Duties	497	329	455
Total Annual Hours :		7,216	6,918	8,200

- **Community Policing:** RCMP Auxiliary Constable programs in "E" division are mandated to ensure a maximum ratio of 70% for Ride-a-long duties (including call-outs) as compared to total hours. This is to ensure that a significant percentage of on-duty time is committed to Community Policing events and Crime Prevention programs.

However, since restarting the program in Richmond in 2002, our Auxiliary Constables have been striving towards a target of 70% for Community Policing duties. In 2009, Community Events and Crime Prevention programs accounted for 31% of the on-duty time of Richmond's Auxiliary Constables. In 2013, this percentage has increased to 71%.

Year	Active A/Cst's	Total Hours	HOURS / A/CST	Community Programs & Events	Community Hrs / A/Cst
2009	49	7,080	139	2,104	43
2010	43	8,286	193	3,953	92
2011	37	7,216	195	2,982	81
2012	33	6,918	210	4,363	132
2013	27	8,200	221*	4,249	157



- **Crime Prevention Programs:** Specific programs that Auxiliary Constable's have participated in during 2013 have included:

- **Block Watch:** Auxiliary Constables attend Block Watch meetings with the Block Watch Coordinator to provide presentations on Home Safety and target hardening, as well as addressing policing questions for citizens.
- **Coastal Watch / Marine Patrols:** Auxiliary Constables have promoted the Coastal Watch program throughout the marine community. Activities have included Boat Safety Checks at McDonald Beach, dock patrols in marine communities, program promotion at marine-based events, and giving presentations to marine groups including RCM-SAR, Power Squadron, and Yacht Clubs.

Several Auxiliary Constables also participated in scheduled Boat Patrols to compliment the marine presence and response of our detachment. This activity also provides an excellent platform to engage the marine community directly to promote the Coastal Watch program.

- **CPO Volunteer Ride-a-longs:** Auxiliary Constables are providing an orientation session to CPO Volunteers that have approved to participate as a civilian ride-a-long with the Watch. The Auxiliary provides each CPO volunteer with a detachment tour, equipment and vehicle familiarisation, expectations, and "do's & don'ts", as well as introduces the volunteer to the Watch Commander, and escorts the volunteer to briefing.
- **DARE:** We now have 2 Auxiliary Constables providing regular assistance to the Youth Section in delivering the DARE program to grade 5 youth in Richmond. This is a weekly program, and the Auxiliary Constables have each committed to be the lead instructor for one school per term.
- **Home Security Checks:** Auxiliary Constables continue to provide Home Security Checks for single family residences which have been referred to us by the CPO's or Regular Members. These checks provide target hardening information to citizens to help them reduce the fear of crime.
- **On-Side Program:** Auxiliary Constables, along with Regular Members have accompanied at-risk youth to professional sporting events. This program allows for an informal interaction to encourage communication between the youth and the police.

- Pedestrian Safety: Auxiliary Constables have been attending key pedestrian areas, including Canada Line stations, to provide targeted education to pedestrians; primarily addressing safety concerns that are observed to be occurring. Additionally, Auxiliary Constables have participated in ICBC Pedestrian Safety blitzes, assisting in distributing safety information to the general public.
- Property Crime Programs: Auxiliary Constables provide regular assistance, several times per week, to the Property Crime Unit's initiatives for Crime Reduction in the community.
- SAFE School Plans: Auxiliary Constables had continued to assist in the surveying & photographing of Richmond schools, and uploading the pictures and information to the SAFE School Plan database. However, Auxiliary Constable participation in this program was discontinued in 2012, as the SAFE School Program was taken over by the Youth Section.
- Safety Patrols: Auxiliary Constables have provided a high-visible uniformed presence, engaging with the general public, in areas of regular pedestrian activity. This has included parks, trails, dykes, and specific areas such as Steveston Village and Hamilton. Safety patrols are conducted via foot, bicycle, ATV, or Kubota, and occur primarily through the warmer months where there is an increase in outdoor activities throughout the city.

Often, these patrols are also incorporated with other programs such as Pedestrian Safety, Lock-out Auto Crime, or Coastal Watch activities.

- Safety Talks: Auxiliary Constables have been typically responsible for most Safety Talks during evening and weekend hours, while weekday talks have been provided by Regular Members in the Crime Prevention Unit. Safety talks are provided for community non-profit groups from pre-schoolers to seniors, and include such topics as "When to call 9-1-1", "Role of Police", Personal Safety, Pedestrian Safety, Bicycle Safety, Internet Safety, Home Safety, and several other talks as requested.
 - School Sports Program: Auxiliary Constables have participated in several of these events, where RCMP members play sports such as basketball or floor hockey against the students of local elementary schools. This event allows for interaction with the youth in an informal atmosphere to encourage open communication.
 - Speed Watch / Lock-out Auto Crime: Auxiliary Constables continue to assist with Speed Watch and Lock-out Auto Crime programs, sometimes working with non-uniformed CPO volunteers. Having uniformed members present greatly enhances the effectiveness of promoting immediate speed reduction by passing vehicles. Speed Watch has also been actively targeting distracted drivers.
 - Youth Academy: Auxiliary Constables participate in this annual program for high-school youth to experience the world of policing in a residential setting. Auxiliary Constables participate as actors in scenario training exercises, providing feedback and guidance for participants over several days.
 - YVR Patrols: Auxiliary Constables have conducted foot patrols in and around the Main Terminal at YVR to provide and enhanced uniformed presence. Patrols allow for positive interaction with travellers, providing a safe atmosphere, as well as creating a deterrent for criminal activity. Auxiliary Constables have also been participating in Bike and ATV Patrols of Sea Island with Regular Members.
- **Community Events**: Some of the larger events that Auxiliary Constables have participated in during 2013 have included the following:
 - Alzheimer's Walk for Memories: Auxiliary Constables helped man an RCMP display table focussing on Senior's safety.

- Hockey Day in Richmond: Auxiliary Constables provided foot patrols to provide an enhanced uniformed presence. Auxiliary Constables also assisted with traffic control at intersections.
- YVR Multi-Agency Training Exercise: Auxiliary Constables provided traffic control and scene security for this large-scale exercise simulating a downed aircraft at the airport. Several Auxiliary Constables also participated in the exercise as actors.
- Chinese Community Safety Fair: This fair was hosted by Aberdeen Mall, and was focussed on a theme of a safe community. Auxiliary Constables manned a booth and interacted with participants to promote crime prevention programs.
- Big Bike Event: Auxiliary Constables escorted the Big Bike through the streets of Steveston Village during this annual 3 day event.
- BLIA Conservation Fair: Auxiliary Constables provided foot patrols to provide a uniformed presence at this annual fair for families in Richmond.
- Elementary School Fairs: Auxiliary Constables attended school fairs at several Elementary Schools to promote positive communication and interaction with police to students and families.
- Police Week Displays and Demonstrations: Auxiliary Constables manned displays of equipment at Richmond Centre, interacting with the public and answering questions.
- Jimmy Ng Road Hockey Tournament & Safety Day: Auxiliary Constables provided a uniformed presence throughout the event. Additionally, Auxiliary Constables manned the displays of various police vehicles that were present for the accompanying Richmond Safety Day.
- Island Bike Tour: The Auxiliary Constable Bike Team assisted with this event, helping to ensure participant safety in areas of high traffic.
- Burkeville Daze: Auxiliary Constables assisted YVR RCMP members in providing a police presence and positive interaction with participants at this popular event. Auxiliary Constables provided patrols on foot, bike and ATV.
- Ships to Shore: Auxiliary Constables provided a uniformed presence throughout the Steveston Village area during the initial 2 days of this event, as well as assisting with crowd and traffic control as required.
- Salmon Festival / Canada Day: Auxiliary Constables were paired with Regular Members and assigned to duties such as Traffic Control and Foot Patrol. Coverage included the Parade, the Ships to Shore site, the Salmon Festival grounds, as well as the entire surrounding Steveston Village area. Additional Auxiliary Constables also marched in the Canada Day Parade as part of the RCMP Troop.
- Community Outdoor Movie Nights (various locations): Auxiliary Constables attended all outdoor movie nights in 2013, providing a police presence and promoting community safety.
- Dolphin Classic Basketball Tournament & Nations Cup Soccer Tournament: Auxiliary Constables provided a uniformed presence at these events throughout the weekend.
- Vancouver Fireworks Nights: Auxiliary Constables assisted with marine vessel safety checks at Woodward's Landing Boat Launch, as well as with providing a presence at Canada Line Stations. These activities occurred prior to the events in Vancouver, to proactively promote public safety.
- Steveston Dragon Boat Festival: Auxiliary Constables provided foot and ATV patrols throughout the Steveston Village area to provide a uniformed presence and assist with traffic and pedestrian safety.

- Musical Ride: Auxiliary Constables assisted in all aspects of this event, including crowd direction, traffic control and parking, display and site set-up and take-down, assisting with participant inquiries, and supporting the organising committee.
- Ride for Refuge: Auxiliary Constables provided traffic control at several high-traffic locations to help ensure participant safety at this very large cycling event held simultaneously on 3 different routes throughout Richmond.
- Remembrance Day: Auxiliary Constables provided Traffic Control for the parade and service. Additionally several members participated in the RCMP Parade Troop.
- Philippine Relief Walkathon: Auxiliary Constables provided traffic control to ensure participant safety at this last-minute event to raise funds for typhoon victims.
- Santa's Arrival / Christmas in Steveston: Auxiliary Constables were present to provide a uniformed presence and assist with traffic and pedestrian safety as required for the multiple events occurring in Steveston Village.
- (Events in Other Jurisdictions): Richmond Auxiliary Constables have also assisted at several events in neighbouring detachments. Some of these events include: UBC Block Party, Victoria Day Weekend, Vaishaki Parade, Hats Off Day, Giro de Burnaby, Pride Parade, Dreams for Kids, and the Police Memorial Parade. (We have also reciprocally called in assistance from other detachments for larger events in Richmond.)
- **General Duty Ride-a-longs**: Regular GD Ride-a-longs are on weekend night shifts, providing extra support for the watch on-duty. Auxiliary Constables are partnered individually with Regular Members for all Ride-a-long activities. Other duties included regular shifts with Traffic, YVR, and PDS.

Some specific duties of note included:

- TOIFA Arrivals: Auxiliary Constables assisted with crowd and traffic control at YVR for the arrival and departures of celebrities for the Times of India Film Awards.
- Halloween: Auxiliary Constables were used to compliment Regular Members during the normally busy Halloween evening. Additionally, several Auxiliary Constables provided an enhanced uniformed presence in the busy Burkeville area on foot and ATV.
- Bylaw / Liquor Enforcement Team: Auxiliary Constables provide support to this multi-agency team in checking businesses for legal compliance.
- Night Market: Auxiliary Constables pair with Regular Members to provide a regular presence at both of Richmond's Night Markets.
- Call-outs: Auxiliary Constables were used to assist with scene security, traffic control and ensuring public safety at major incidents throughout the year to help free regular members to attend to the investigations or to return to patrol duties. Auxiliary Constables were also called out to assist with searches of missing persons that required an urgent response.
- Counter-Attack Roadblocks: Auxiliary Constables provided assistance and support to Traffic members at roadblocks throughout the holiday season to help to reduce the impact of impaired driving.
- New Years Eve: Auxiliary Constables were used to compliment Regular Members during this usually very busy night shift.

Training

- **New Recruits:** As indicated above, much of the latter part of 2013 was dedicated to the training of the 17 Auxiliary Constable recruits. The complete training program consists of 500 hours, and includes:
 - 192 hours of classroom study - (Law, Police Responsibilities, Legal Issues, Common Offenses, Powers of Arrest/Search/Seizure, Use of Force, Ethics, Discretion, Tactical Communications, Crime Prevention, Crime Scene Protection, Radio Communications, Reporting, Traffic Control, Officer Safety, etc.)
 - 124 hours of practical training - (including Use of Force, Drill, First Aid, Self-Defense Training, Arrest Techniques, traffic direction, etc.)
 - 24 hours of online courses
 - 160 hours of Recruit Field Training requirements (with a field trainer)
- **Other Training:** Other training completed by Auxiliary Constables included:
 - Operation SECURUS – 6 Auxiliary Constables have been initially trained to deliver this counter-terrorism public reporting program to targeted businesses in the community.
 - Re-certification training for regulatory requirements:
 - Use of Force (Baton / OCS / Carotid Control),
 - IMIM (Incident Management Intervention Model),
 - CBRN (Gas Mask Training)
 - EMRT (Emergency Medical Response Training)
 - Several full-day specialty courses – Mobile Command Post Operation; AED Operation, Marine Enforcement & Water Safety
 - Several online courses, both mandatory and optional, offered through AGORA.

Awards / Appreciation / Achievements

- In 2013, Provincial Awards have been received for the following members:
 - Auxiliary Constable Darren BYGRAVE - Service Award: Glass plaque & letter from the Minister of Justice for 567 hours of volunteer service in 2012
- Additional awards and recognition for Auxiliary Constables included:
 - Volunteer Richmond - Constellation Award for Volunteer Group of the Year: This was awarded in April to recognise the ongoing contributions to community safety in Richmond by our dedicated group of citizens willing to act as sworn, uniformed volunteer Peace Officers.
 - 50th Anniversary of Auxiliary Constable Program in BC: Several Auxiliary Constables represented Richmond Detachment at an event at the Pacific Regional Training Centre in Chilliwack to celebrate the 50th anniversary of the Auxiliary Constable program in BC. All current Auxiliary Constables have been presented with a unique Challenge Coin that was minted for this celebration.

Uniform, Kit & Equipment

- Kubota: For the third year, we again leased the off-road 4-seat Kubota for use during the warmer months. The vehicle was outfitted with RCMP decals, markings and lights, and was used by Auxiliary Constables for community events, and to provide an enhanced presence in parks, dykes and pedestrian areas. The Kubota was again very successful, as the presence of the vehicle in public areas and parks promoted many individuals and families to engage with the Auxiliary members, providing for very positive interactions.

- Bicycles: We are continuing with an ongoing plan to replace all the existing Auxiliary program bicycles with new models that will meet our requirements. All remaining bicycles have been serviced and have had missing and damaged equipment replaced, and will remain in service until replaced. Retired bicycles will be donated to the CPO's for their use.
- Working Uniform (Service Order): All currently active Auxiliary Constables have had their service order upgraded to include the Velcro duty belt and the soft-shell patrol jacket. Additionally, we have equipped all members with a standard duty flashlight (Fenix TK15).
- Dress Uniform (Review / Walking Out Orders): The nationally approved Review / Walking Out orders for Auxiliary Constables have now been updated to include trousers with the yellow stripe, and service awards for the tunic. These items are in the process of being ordered for all active members and will provide for a more professional representation of the RCMP when attending dinners, presentations, or when participating in parades or memorial events.

Submitted by:

Steve ILOTT

Auxiliary/Reserve Constable Coordinator
Richmond City Detachment



FEBRUARY 2014 STATISTICS

This chart identifies the monthly totals for all founded Criminal Code incidents, 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 offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents 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			
	Feb-14	February		2013	2014	% Change	Change in # of Incidents
VIOLENT CRIME (UCR 1000-Series Offences)	91	109	95-123	196	195	-0.5%	-1
<i>Robbery</i>	2	7	5-10	17	14	-17.6%	-3
<i>Assault</i>	34	41	34-48	68	68	0.0%	0
<i>Assault w/ Weapon</i>	9	11	7-15	18	18	0.0%	0
<i>Sexual Offences</i>	4	4	3-6	10	7	-30.0%	-3
PROPERTY CRIME (UCR 2000-Series Offences)	623	591	547-636	1227	1344	9.5%	117
<i>Business B&E</i>	40	38	27-49	93	70	-24.7%	-23
<i>Residential B&E</i>	73	57	48-66	169	163	-3.6%	-6
<i>MV Theft</i>	31	28	19-37	45	55	22.2%	10
<i>Theft From MV</i>	196	156	120-191	273	443	62.3%	170
<i>Theft</i>	88	102	88-116	206	201	-2.4%	-5
<i>Shoplifting</i>	56	65	56-74	150	106	-29.3%	-44
<i>Fraud</i>	44	40	32-49	96	89	-7.3%	-7
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	167	150	126-175	281	347	23.5%	66
<i>Arson - Property</i>	5	4	1-7	1	8	700.0%	7
SUBTOTAL (UCR 1000- to 3000-Series)	881	851	772-930	1704	1886	10.7%	182
DRUGS (UCR 4000-Series Offences)	40	71	58-85	110	99	-10.0%	-11

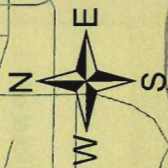
Prepared by Richmond RCMP.

Data collected from PRIME on 2014-02-20. Published 2014-02-20.

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 February 1st - February 28th, 2014

CS - 137

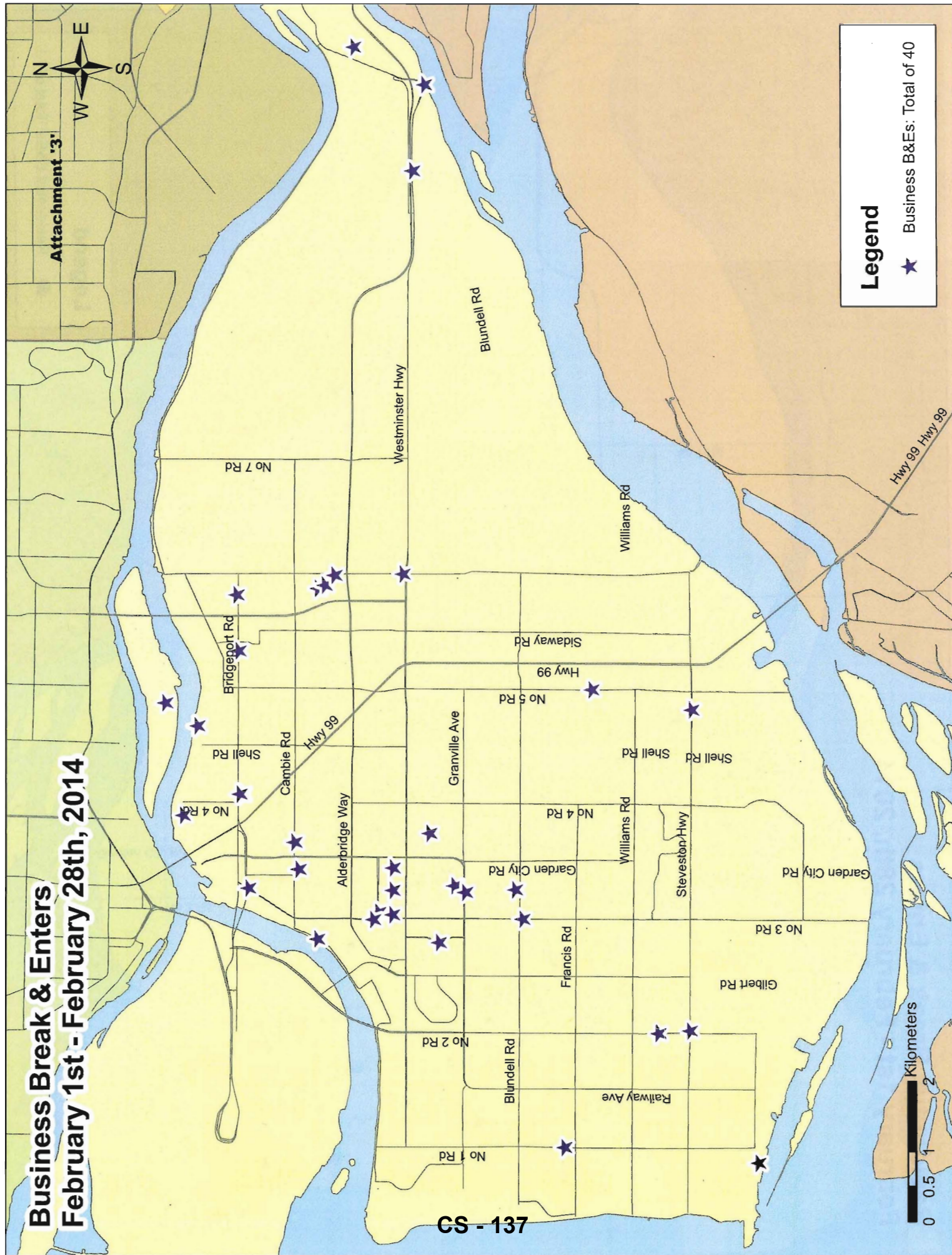


Attachment '3'

Legend

- ★ Business B&Es: Total of 40

0 0.5 1 2 Kilometers



Attachment 3

**Residential Break & Enters
February 1st - February 28th, 2014**

CS - 138

Legend

Residential B&Es: Total of 73

Kilometers
0 0.5 1 2

Attachment 3'

**Residential Break & Enters
February 1st - February 28th, 2014**

CS - 138

Legend

- Residential B&Es: Total of 73

Kilometers
0 0.5 1 2

Attachment 3'

**Residential Break & Enters
February 1st - February 28th, 2014**

CS - 138

Legend

- Residential B&Es: Total of 73

Kilometers
0 0.5 1 2

Attachment 3'

**Residential Break & Enters
February 1st - February 28th, 2014**

CS - 138

Legend

- Residential B&Es: Total of 73

Kilometers
0 0.5 1 2

Attachment 3'

**Residential Break & Enters
February 1st - February 28th, 2014**

CS - 138

Legend

- Residential B&Es: Total of 73

Kilometers
0 0.5 1 2

Attachment 3

**Residential Break & Enters
February 1st - February 28th, 2014**

Legend

Residential B&Es: Total of 73

CS - 138

Kilometers
0 0.5 1 2



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 21, 2014

From: Phyllis L. Carlyle
General Manager, Law and Community Safety

File:

Re: Community Bylaws Monthly Activity Report - February 2014

Staff Recommendation

That the staff report titled Community Bylaws Monthly Activity Report – February 2014, dated March 21, 2014, from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle
General Manager, Law & Community Safety
(604-276-4104)

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

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

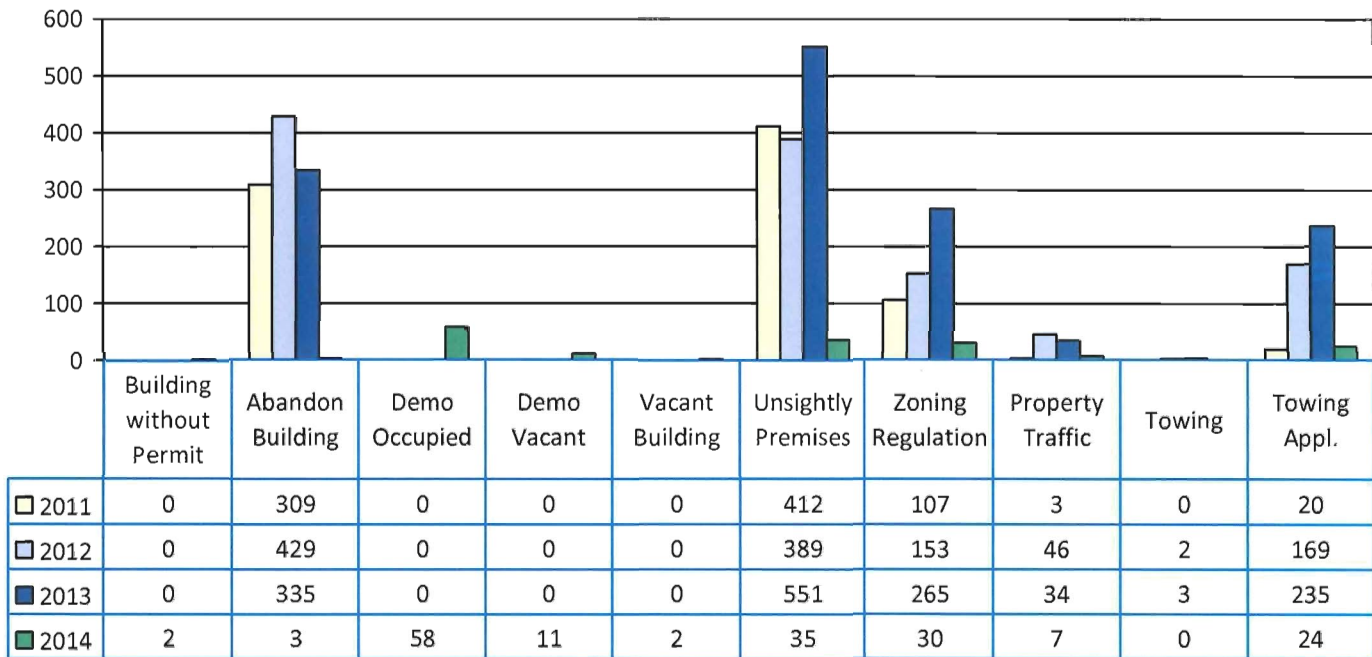
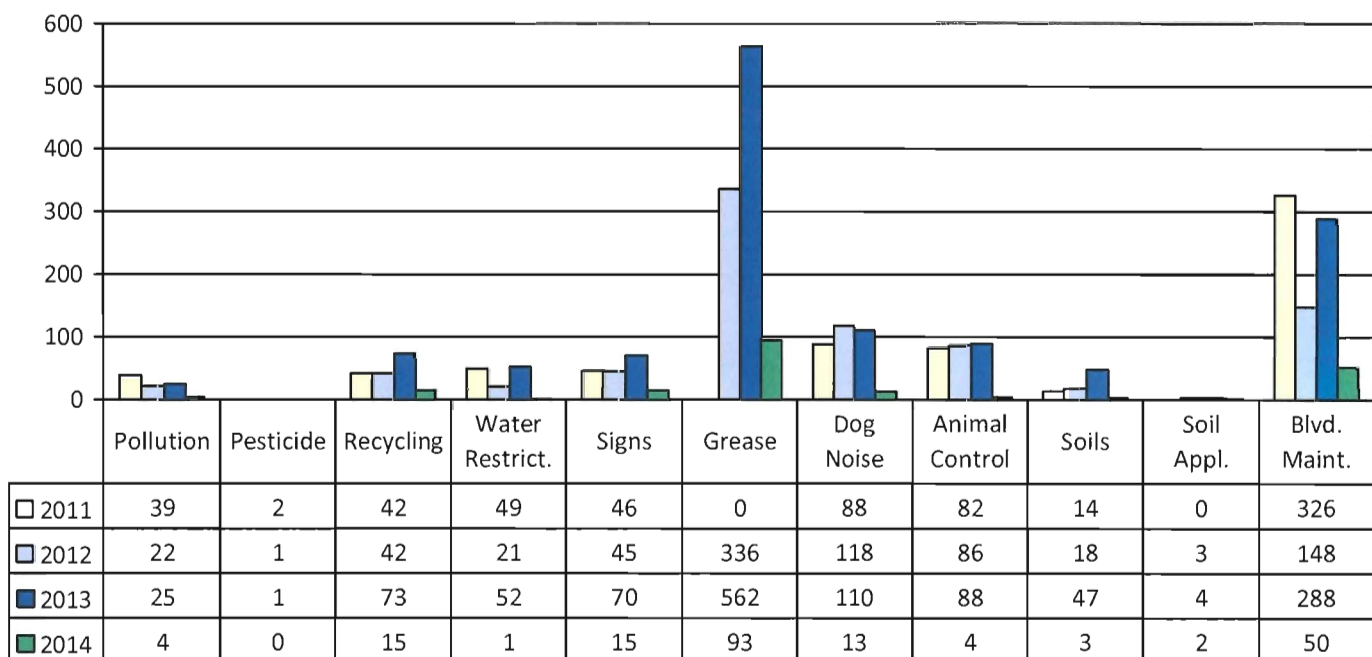
An average of 11 daily calls for service was fielded by administration staff in February 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 21.43% compared to the number of calls fielded in January 2014 and is a decrease of 26.67% when compared to the number of calls reported in February 2013.

Enforcement Activity

Property use officers managed 109 new investigational files during the month of February 2014 which is a decrease of approximately 15.50% when compared to February 2013. This decrease is primarily attributed to a reduction in the number of boulevard maintenance, unsightly premise and towing application files reported in February 2014. In aggregate, there were 37 incidents of this nature reported during the month, as compared to 80 incidents reported in February 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.

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

Figure 1a: Service Demand Comparison**Figure 1b: Service Demand Comparison**

2. Grease Management Program

The Grease Management inspector conducted 49 regulatory visits to 31 food sector establishments during February 2014, resulting in 1 bylaw violation.

3. Parking Program

Customer Service Response

An average of 20 daily calls for service was fielded by administration staff in February 2014. This activity represents a decrease of 23.08% compared to January 2014, and a decrease of 69.70% when compared to the number of calls reported in February 2013.

Enforcement Activity

A total of 2,748 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of February 2014. This is a decrease of approximately 21.10% compared to the number of violations issued in February 2013.

During the month of February 2014, 248 violations were changed to a warning, which represents approximately 9.02% of the tickets issued during February 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:

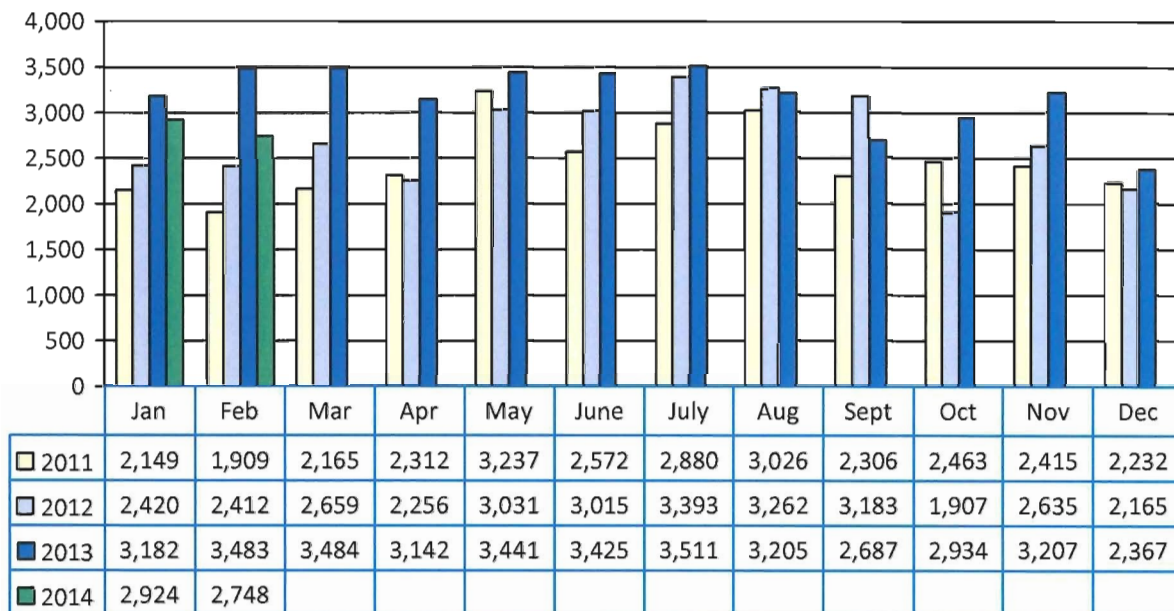
Section 2.1 (a)	Identity issues	25	10.08 %
Section 2.1 (b)	Exception in Bylaw	0	0.00%
Section 2.1 (c)	Poor likelihood of success at adjudication	9	3.63%
Section 2.1(d)	Contravention necessary / health related	0	0.00%
Section 2.1 (e)	Multiple violations issued for one incident	14	5.64%
Section 2.1 (f)	Not in the public interest	28	11.29%
Section 2.1 (g)	Proven effort to comply	136	54.84%
—	Administrative Entries	30	12.10%
—	Warnings	6	2.42%

Program Highlights

Ticketing activity for February 2014 was down in comparison to February 2013 however enforcement revenue continues to exceed that of all years prior to 2013. Further, enforcement revenue is presently trending 36.36% above budget Year-to-Date. Note; officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a drop and subsequent plateau of illegal traffic activity. In conjunction, vehicle congestion, space availability and public sentiment have improved markedly in 2014 to the benefit of all residents.

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

Figure 2: 2011 - 2014 Comparison for 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 dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

5. Animal Control

Community Bylaws issued 102 new dog licences during February 2014, representing a decrease of 2.86% when compared to the number of new dog licences issued in February 2013. As of February 28, 2014, there were 4,517 dogs licensed in Richmond. This total includes 56 dangerous dog license registrations.

Animal Control officers responded to one dog bite incident resulting in a dangerous dog investigation and two violation tickets being issued.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue

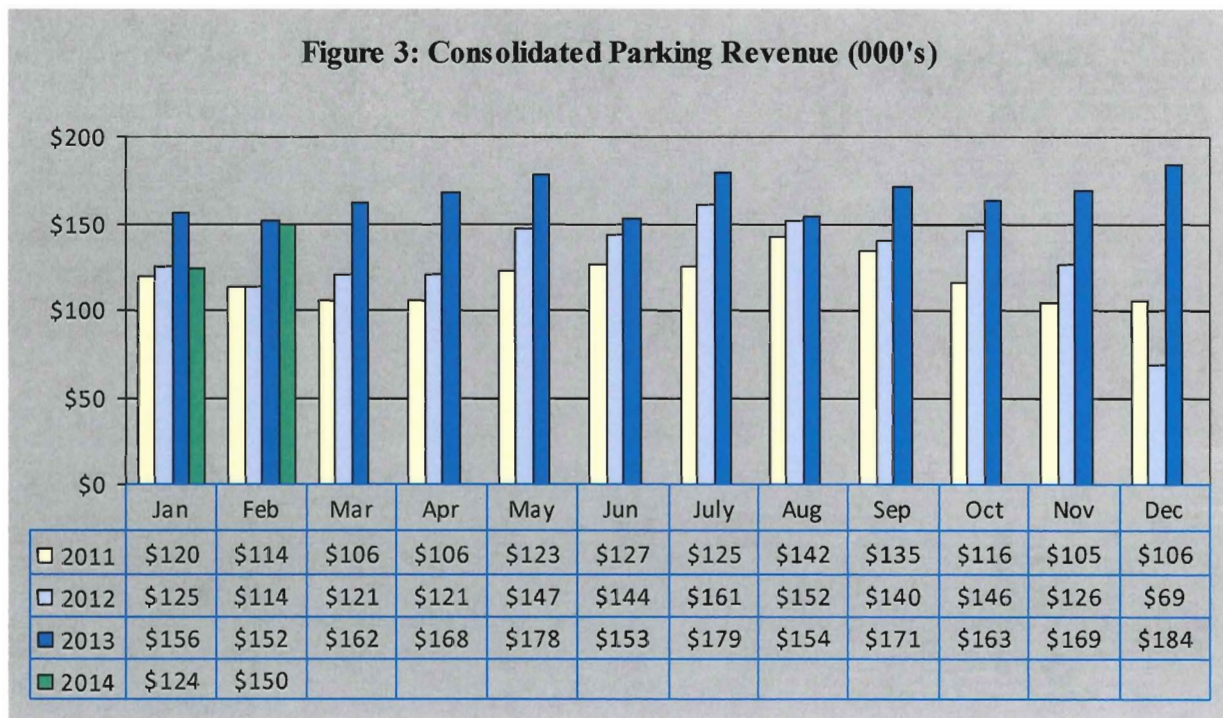
The total of meter, monthly permit and enforcement revenue decreased by 1.2% over the same period last year to \$149,777 in February 2014 from \$151,671 in February 2013.

Meter Revenue increased by 0.5% over the same period last year to \$37,461 in February 2014 from \$37,256 in February 2013.

Permit Revenue increased by 11.4% over the same period last year to \$10,507 in February 2014 from \$9,435 in February 2013.

Enforcement Revenue decreased by 3.0% over the same period last year to \$101,809 in February 2014 from \$104,980 in February 2013.

Figure 3 provides a consolidated revenue comparison with prior years:



Conclusion

Community Bylaw staff strive to maintain the quality of life and safety of its residents through a team approach and the coordination of City services and our many community partners, collectively these resources effectively promote a culture of compliance.

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

EW:ct