



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Tuesday, April 9, 2013
4:00 p.m.

Pg. # ITEM

MINUTES

CS-5 *Motion to adopt the minutes of the meeting of the Community Safety Committee held on Tuesday, March 12, 2013.*



NEXT COMMITTEE MEETING DATE

Tuesday, May 14, 2013, (tentative date) at 4:00 p.m. in the Anderson Room

LAW AND COMMUNITY SAFETY DEPARTMENT

1. **TOUCHSTONE FAMILY SERVICES 2012 RESTORATIVE JUSTICE PERFORMANCE OUTCOME AND EVALUATION REPORT**
(File Ref. No.) (REDMS No. 3801897 v. 9)

CS-11

See Page CS-11 for full report

Designated Speaker: Anne Stevens

STAFF RECOMMENDATION

That the Touchstone Family Association Restorative Justice Performance Outcome Evaluation Report, as attached to the staff report titled Touchstone Family Services 2012 Restorative Justice Performance Outcome and Evaluation Report dated March 14, 2013 from the General Manager, Law and Community Safety, be received for information.



2. **RICHMOND FIRE-RESCUE – FEBRUARY 2013 ACTIVITY REPORT**
(File Ref. No. 09-5000-01) (REDMS No. 3818964)

CS-37

See Page **CS-37** for full report

Designated Speaker: Fire Chief John McGowan

STAFF RECOMMENDATION

That the staff report titled Richmond Fire-Rescue – February 2013 Activity Report, dated March 20, 2013, from the Fire Chief, Richmond Fire-Rescue, be received for information.



3. **RCMP'S MONTHLY REPORT – FEBRUARY 2013 ACTIVITIES**
(File Ref. No. 09-5000-01) (REDMS No. 3812902 v.2)

CS-45

See Page **CS-45** for full report

Designated Speaker: Supt. Renny Nessel

STAFF RECOMMENDATION

That the report titled RCMP's Monthly Report – February 2013 Activities (dated March 4, 2013, from the OIC RCMP) be received for information.



4. **COMMUNITY BYLAWS – FEBRUARY 2013 ACTIVITY REPORT**
(File Ref. No. 12-8060-01) (REDMS No. 3814574 v. 6)

CS-53

See Page **CS-53** for full report

Designated Speaker: Edward Warzel

STAFF RECOMMENDATION

That the staff report titled Community Bylaws – February 2013 Activity Report (dated March 11, 2013, from the General Manager, Law & Community Safety) be received for information.



5. **NEW PROVINCIAL LEGISLATION – BILL 12-2013 COMMUNITY SAFETY ACT**

(File Ref. No. 12-8060-01) (REDMS No. 3820615 v.4)

CS-61

See Page CS-61 for full report

Designated Speaker: Edward Warzel

STAFF RECOMMENDATION

That the staff report titled New Provincial Legislation – Bill 12-2013 Community Safety Act (dated March 21, 2013 from the General Manager, Law & Community Safety) be received for information.



6. **WHITE PAPER- JUSTICE REFORM AND THE BC POLICING AND COMMUNITY SAFETY PLAN**

(File Ref. No.) (REDMS No. 3819733 v.9)

CS-69

See Page CS-69 for full report

Designated Speaker: Anne Stevens

STAFF RECOMMENDATION

That the staff report titled White Paper: Justice Reform and the BC Policing and Community Safety Plan from the General Manager, Law and Community Safety, dated March 26, 2013, be received for information.



7. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief John McGowan

Items for discussion:

- (i) *Azure Fire – Post Incident Safety Messaging*

(ii) *Open Doors Richmond – May 4 to May 5, 2013*

(iii) *911 Awards Update*

(iv) *“Firefighters Hope to Create a Buzz in Haiti” – Richmond Review*

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

Designated Speaker: Supt. Renny Nessel

Item for discussion:

None.

9. **MANAGER’S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, March 12, 2013

Place: Anderson Room
Richmond City Hall

Present: Councillor Derek Dang, Chair
Councillor Linda McPhail
Councillor Ken Johnston
Councillor Evelina Halsey-Brandt
Councillor Bill McNulty

Also Present: Councillor Chak Au

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

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on Wednesday, February 13, 2013, be adopted as circulated.

CARRIED

NEXT COMMITTEE MEETING DATE

Tuesday, April 9, 2013, (tentative date) at 4:00 p.m. in the Anderson Room

LAW AND COMMUNITY SAFETY DEPARTMENT

1. **RICHMOND FIRE-RESCUE – JANUARY 2013 ACTIVITY REPORT**
(File Ref. No. 09-5000-01) (REDMS No. 3801260)

It was moved and seconded

That the staff report titled Richmond Fire-Rescue – January 2013 Activity Report (dated February 14, 2013, from the Fire Chief, Richmond Fire-Rescue) be received for information.

CARRIED

Community Safety Committee

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2. **RICHMOND FIRE-RESCUE BUSINESS PLAN (2012-2015) PROGRESS REPORT**

(File Ref. No.) (REDMS No. 3799183)

In reply to queries from Committee, Fire Chief John McGowan, Richmond Fire-Rescue (RFR) provided the following information:

- RFR wishes to improve its emergency response times in 2013 by refining its dispatch to on-scene workflows and by ameliorating traffic-light operations with the aid of the Transportation division;
- a staff report regarding the proposed community sponsorship package is anticipated to be brought forward for Council's consideration in Spring 2013; and
- while attending a community event, firefighters remain in service and if a call for service comes through they immediately leave the event to respond to the call.

Discussion ensued regarding the increase in the number of vehicles failing to yield and to pull over when being approached by an emergency vehicle. It was noted that a public education campaign in partnership with other stakeholders such as the Richmond RCMP and ICBC would be timely.

In response to additional queries from Committee, Fire Chief McGowan advised that RFR is currently examining its inspections program and analysing the risks associated with certain types of inspections. He remarked that RFR has engaged the Richmond Chamber of Commerce on other fire safety initiatives and that this relationship could be expanded to include business inspections.

It was moved and seconded

That the staff report titled Richmond Fire-Rescue Business Plan (2012-2015) Progress Report (dated February 14, 2013, from the Fire Chief, Richmond Fire-Rescue) be received for information.

CARRIED

3. **RCMP'S MONTHLY REPORT – JANUARY 2013 ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 3795582)

In reply to queries from Committee, Lainie Goddard, Manager, RCMP Administration, spoke of the Block Watch Program and advised that when a residential break and enter occurs, letters highlighting home safety tips and encouraging residents to join or form a Block Watch Program are circulated within the surrounding neighbourhood.

2.

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It was moved and seconded

That the report titled RCMP's Monthly Report – January 2013 Activities (dated February 25, 2013, from the OIC, RCMP) be received for information.

CARRIED

4. **2013/2014 RCMP ANNUAL PERFORMANCE PLAN – COMMUNITY PRIORITIES**

(File Ref. No. 09-5000-01) (REDMS No. 3768183)

OIC Nessel provided background information and requested Committee's input regarding the proposed community priorities as part of the 2013/2014 RCMP Annual Performance Plan.

In response to comments made by Committee, OIC Nessel advised that distracted driving due to the use of cell phones is a priority across the lower mainland. Also, OIC Nessel spoke of pedestrian safety and stated that although there was a decrease in the number of fatalities, the number of interactions between pedestrians and vehicles remains concerning.

OIC Nessel stated that the Richmond RCMP would be pleased to partner with RFR and other stakeholders to promote appropriate road safety behaviours such as pulling over when approached by an emergency vehicle.

Discussion ensued regarding the proposed community priorities as part of the 2013/2014 RCMP Annual Performance Plan and there was agreement that all three community objectives be included as part of the 2013/2014 RCMP Annual Performance Plan.

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

It was moved and seconded

That (i) pedestrian safety, (ii) break and enters (residential and commercial), and (iii) personal theft/robbery in downtown core be included as community priorities for the Richmond Detachment 2013/2014 (April 1, 2013 to March 31, 2014) RCMP Annual Performance Plan.

CARRIED

5. **COMMUNITY BYLAWS – JANUARY 2013 ACTIVITY REPORT**

(File Ref. No. 12-8060-01) (REDMS No. 3799171 v.10)

It was moved and seconded

That the staff report titled Community Bylaws – January 2013 Activity Report (dated February 22, 2013 from the General Manager, Law & Community Safety) be received for information.

CARRIED

3.

Community Safety Committee
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6. ANIMAL CONTROL PROGRAM – ENHANCED WELFARE AND REGULATION

(File Ref. No. 12-8060-20-8961/8966/8962) (REDMS No. 3790655 v.10)

Edward Warzel, Manager, Community Bylaws, provided background information and advised that staff anticipate integrating the Animal Control Regulation Bylaw with the adjudication process.

Discussion ensued regarding existing off-leash dog areas and it was noted that these areas are littered with dog feces due to irresponsible owners who fail to pick up after their dogs. The addition of Woodward's Slough Park as an off-leash dog area is concerning as it may result in the park displaying similar conditions.

In response to this concern, Mike Redpath, Senior Manager, Parks, advised that additional signage could be installed at off-leash dog areas, and that commercial dog walkers would be reminded of off-leash dog area regulations.

It was moved and seconded

- (1) That the proposed amendments to the City's Animal Control Regulations related to dogs and other animals, as presented in the report titled Animal Control Program – Enhanced Welfare And Regulation from the General Manager, Law & Community Safety (dated January 25, 2013) be endorsed;*
- (2) That Animal Control Regulation Bylaw No. 7932, Amendment Bylaw No. 8961 be introduced and given first, second and third reading;*
- (3) That Municipal Ticket Information Authorization Bylaw No. 7321, Amendment Bylaw No. 8966 be introduced and given first, second, and third reading; and*
- (4) That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 8962 be introduced and given first, second, and third reading.*

CARRIED

7. FIRE CHIEF BRIEFING

(Verbal Report)

Items for discussion:

- (i) Pedestrian Safety Campaign*

Please see Page 5 for discussion on this matter.

- (ii) British Columbia Professional Firefighters' Burn Fund*

Fire Chief McGowan highlighted that through IAFF Local 1286, Richmond firefighters have contributed over \$100,000 to fund one of eight accommodation units at the Burn Fund Centre in Vancouver.

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(iii) RFR Recognition Ceremony

Fire Chief McGowan stated that the RFR recognition ceremony is scheduled to take place at one o'clock on Saturday, April 6, 2013 at Fire Hall No. 1.

(i) Pedestrian Safety Campaign

Fire Chief McGowan, accompanied by OIC Nessel, commented on the March 7, 2013 pedestrian safety campaign held at the Brighthouse Canada Line station.

8. RCMP/OIC BRIEFING

(Verbal Report)

Items for discussion:

(i) 911 Awards

OIC Nessel spoke of the 11th Annual 911 Awards scheduled to take place on Tuesday, May 7, 2013 at the River Rock Casino.

(ii) April YVR Exercise

OIC Nessel advised that the Vancouver Airport Authority will be hosting a full scale exercise event on Wednesday, April 17, 2013.

9. MANAGER'S REPORT

None.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (5:07 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 12, 2013.

Councillor Derek Dang
Chair

Hanieh Berg
Committee Clerk



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 14, 2013
From: Phyllis L. Carlyle **File:**
General Manager
Re: Touchstone Family Services 2012 Restorative Justice Performance Outcome
and Evaluation Report

Staff Recommendation

That the Touchstone Family Association Restorative Justice Performance Outcome Evaluation Report, as attached to the report "Touchstone Family Services Restorative Justice Contract Renewal and 2012 Restorative Justice Performance Outcome and Evaluation Report" dated March 14, 2013 from the General Manager, Law and Community Safety, be received for information.

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

Att. 1

| REPORT CONCURRENCE | |
|-----------------------|---------------|
| REVIEWED BY DIRECTORS | INITIALS: |
| REVIEWED BY CAO | INITIALS: |

Staff Report

Origin

On January 1, 2011 the City of Richmond renewed its contract with the Touchstone Family Association (Touchstone) to provide Restorative Justice Services. This contract will end December 2013. As part of this contract, Touchstone is responsible for reporting to Council on an annual basis. This report provides Council with the Restorative Justice Performance Outcome and Evaluation Report for the 2012 year.

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

Analysis

Within the system there are a number of programs that are available to police officers when youth have committed offenses. These include:

1. The court system, which is extreme costly;
2. The Youth Intervention Program, which is a counselling program offered by the RCMP; and
3. The Restorative Justice Program, which places an emphasis on accountability and problem solving as a way of addressing harm that takes place when a crime or incident occurs.

The City of Richmond renewed the contract for a three year term with Touchstone for the delivery of the Restorative Justice Program. Touchstone is required to report to Council annually on the:

- a) Restorative justice annual budget for the upcoming year;
- b) Restorative justice revenues and expenditure from the previous year;
- c) Performance indicators including the number of referrals, forums and completed resolution agreements;
- d) Milestones and achievements; and
- e) Participants' satisfaction survey.

The Provincial Government does not fund restorative justice to a level that would provide comprehensive services to the community. The City has long advocated for increased funding for restorative justice services, but the Province maintains it will not advance additional funding. The Province's position has resulted in the City funding the Restorative Justice Program.

The City entered into a three year agreement with Touchstone Family Association in 2008, and renewed the contract in 2011 for three additional years, to expire December 31, 2013.

In the White Paper on Justice Reform Part 2, it states that the Inter-Ministry Committee on Restorative Justice is “exploring opportunities for restorative justice within existing resources, and government intends to expand the use of restorative justice as additional funding becomes available.” Touchstone Family Service continues to lobby the Provincial and Federal Governments regarding funding responsibility for the Richmond Restorative Justice Program.

Restorative Justice Performance Outcome Evaluation Report

The Richmond Restorative Justice Program is a volunteer driven program which has completed its second term (6 years) of funding a permanent full time coordinator. There are many highlights of this program which are expressed in the Performance Outcome Evaluation Report from Touchstone Family Services (Attachment 1).

In summary the statistics over the last few years are as follows:

| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 |
|--|------|------|------|------|------|------|
| Total Number of Offenders | 40 | 39 | 52 | 61 | 74 | 42 |
| Total Number Referrals | 40 | 32 | 32 | 48 | 44 | 36 |
| Total Number Forums (CJF) | 25 | 25 | 23 | 26 | 17 | 5 |
| Total Number Resolution Agreements | 43 | 39 | 35 | 30 | 23 | 7 |
| Total Number Completed Resolutions Agreements | 36 | 38 | 27 | 34 | 21 | 8 |
| Total Number of Community Accountability Panels (CAP) | | | | 18 | 39 | 26 |
| Total Number of Resolution Agreements | | | | 18 | 45 | 27 |
| Total Number of Completed Resolution Agreements | | | | 12 | 35 | 26 |

*A referral can have more than one offender

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

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

The total number of referrals since 2010 has dropped by 12 referrals. Dialogue with the RCMP and Touchstone will take place to ensure both programs (Youth Intervention Program and Restorative Justice) are being utilized to their fullest and that the victims are satisfied with the outcomes.

Financial Impact

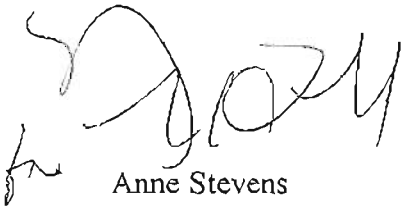
None

Conclusion

The City's Restorative Justice Program is a cost effective way of providing a much needed service to address some social issues within the community. Due to the number of volunteers (ten in total), the program continues to have additional capacity should the number of referrals/offenders increase

The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that strengthens the social health and independence of families and children in our community through effective intervention and support services. This alternative service delivery model to the court system addresses the harm that takes place when a crime or incident occurs, and ensures accountability.

The present contract will expire in December 2013. A report regarding the contract will be presented in the fall for Council's consideration.

A handwritten signature in black ink, appearing to read 'Anne Stevens', with a small 'h' or 'A' to the left.

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

AS2:as2



Touchstone Family Association
Strengthening Family • Building Community



RESTORATIVE JUSTICE

***PERFORMANCE OUTCOME
EVALUATION REPORT***

January 1, 2012 - December 31, 2012



EXECUTIVE SUMMARY

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

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

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget and we have now completed year 2 of a second 3 year contract. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives a small amount of money from the Community Actualization Program which provides some funds for volunteer training and recruitment. Touchstone will continue to raise the profile of this extremely cost effective alternative to court and will seek out funding partners. Although funding continues to be an on-going challenge we are very appreciative to the City of Richmond for not only believing in the Restorative Philosophy but understanding the role it plays in creating safer and healthier communities.

In November 2012 The Select Standing Committee on Finance and Government Services reported "that the justice system requires stable and long term funding for the effective delivery of justice. This entails providing necessary support and programs to ensure equitable access and alternative dispute resolutions. The Committee also reaffirms last year's recommendation for government to enhance use of restorative justice programs, particularly as they offer significant cost savings and have proven social and community benefits." Inclusive in the recommendations to the Legislative Assembly the Committee recommended budget priority 25 "Support and provide funding for restorative justice programs." Touchstone Family Association will continue to lobby with both the Provincial and Federal governments regarding funding responsibility for the Richmond Restorative Justice Program.

Restorative Justice

What is restorative justice? Restorative justice is an alternative approach to our court system. While our court system is focused on punishment and places the offender at the centre of the process, restorative justice is focused, instead, on the *harm* that is created by crime and, therefore, asks what are the needs and obligations of everyone affected by the crime. Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.

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

Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it happened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

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

Resolution Commitments can include

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



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

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

Given the intensity of the training and the role of the facilitator it is important to recruit solid, committed individuals. Once the intensive interview process and reference check are complete the volunteer would then attend an intense 3 day training program. Once the volunteer has been provided with a certificate of training, they can now facilitate a CJF in conjunction with a certified/accredited facilitator. In order to reach certification a volunteer must facilitate 5 forums with a certified facilitator. Although this may seem cumbersome it is a measure of quality assurance as it ensures that the facilitator is comfortable with the model and clearly understands their role as a facilitator. The philosophy of CJF is one of community ownership. Touchstone Family Association is very proud of our success with this volunteer-driven program. The majority of our volunteers live in Richmond and have an investment involving and empowering the affected participants through the justice process, increasing community capacity to recognize and respond to community bases of crime.

The Richmond Restorative Justice Program has now completed its fifth year of full funding with a full time coordinator. A new component of Restorative Justice began in 2010 year which is a six step conferencing model (presently being used in the Surrey RJ Program.) This option which is described in more detail below is being offered primarily to businesses where theft has occurred but they do not have the resources or desire to participate in a forum but are more than willing for the young person to experience a restorative approach.

A Community Accountability Panel (CAP) is a conferencing model utilized when victims are agreeable to a restorative justice approach but are unable to directly participate in a meeting with the offender. In such cases a CAP is arranged. The CAP consists of Surrogate Victims. At the CAP, the surrogate victims are responsible for introductions and explaining the purpose of the meeting. They will then aim to build trust and relationship with the young person, getting to know them as a person, and bringing the parent and/or guardian into the discussion as well. Following this, the surrogate victims will get the youth's story about what happened, getting as much information as is necessary to paint a picture of what occurred.

The surrogate victims will then move the discussion to the harm stage, where the youth will be asked to discuss who was harmed, in what way each person was harmed, and how he or she intends to address the harm in each case. Prior to the Cap the victims are asked and encouraged to submit a victim impact statement and offer any suggestions on how the situation may be resolved. The surrogate victims will then assist the youth in creating an agreement that contains all of the conditions and reasonable deadlines, and ensuring that the youth and their family and/or supporters understand what must be completed. Everyone signs the agreement and receives a copy. In closing, the surrogate victims will address any other outstanding issues, needs, requests for information, etc.

All conferences include the victims and offenders who are willing to participate. Community conference facilitators assist the participants in building an agreement that addresses the harm, and holds the child or youth accountable for their actions.

VICTIMS AND OTHERS AFFECTED BY THE INCIDENT REPORT SATISFACTION WITH COMMUNITY CONFERENCES. CONFERENCING ALLOWS THEM AN OPPORTUNITY TO:

- Tell the offender(s) how they feel about the inappropriate behaviour.
- Have a say in how the harm shall be repaired.
- Experience healing and closure.

OFFENDERS BENEFIT FROM PARTICIPATING IN A COMMUNITY CONFERENCE BECAUSE IT ALLOWS THEM AN OPPORTUNITY TO BE INVOLVED IN A CONSTRUCTIVE PROCESS WHERE THEY:

- Take responsibility for their actions
- Recognize how their actions have affected others
- Participate in building an agreement that repairs the harm.
- Have an opportunity for closure.

Below is a group of Touchstone staff participating in a mock community justice forum. A forum has 2 facilitators and at least one victim and one offender. In most cases there will also be a victim supporter and offender supporter and the intervening RCMP member.



Highlights of 2012:

TOUCHSTONE'S 2012 AGM

At the 2012 AGM retired Judge Barry Stuart was the keynote speaker. He gave a very interactive speech regarding working to develop community and restorative justice processes as an integral part of enhancing community well-being and sustainability.

RESTORATIVE JUSTICE WEEK 2012

Mayor Malcolm Brodie and the City of Richmond proclaimed November 18-25 2012 as *Restorative Justice Week in Celebration with communities around the world. This years theme was "Diverse Needs; Unique Responses"*.

In honour of this occasion, Touchstone Family Association invited the community to an interactive experience, where members of the community were given an opportunity to participate in, and simulate, a community justice forum - an alternative approach to the court system. Over thirty people participated and shared their feedback on the forum and participated in an informative discussion about the Restorative Justice Program.

RESTORATIVE JUSTICE AND THE SCHOOL DISTRICT:

Touchstone Family Association is committed to promoting the Restorative Justice philosophy or approach in the Richmond School District. Often referred to as *Restorative Action* amongst educators in schools to help distinguish it from the justice system, this approach offers many benefits to administrators, teachers, students and parents.

Touchstone continues to work in partnership with the School District and the RCMP youth liaison members. When the liaison member is involved it becomes a criminal matter and it is then up to the member in discussion with his/her team as well as the victims/offenders if Restorative Justice is an appropriate course of action.

Increasingly, restorative measures are being applied inside schools. Restorative measures can be applied in various ways towards addressing unacceptable behaviour with a focus on reaffirming, repairing and restoring interpersonal relationships amongst persons. Circle practices provide opportunities for social and emotional learning to take place for youth by empowering youth to problem solve, empathize and hold each other responsible. Furthermore, circles create safe and caring communities inside classrooms. As a result, youth are able to make better decisions in their lives and feel more connected to their school, leading to a

reduction in wrongful behaviour and disciplinary issues, and a stronger chance of academic success.

Circles are powerful and can be flexibly and creatively applied in a wide range of circumstances inside classrooms, or other school settings, for building and restoring relationships. Circles can be used to help participants understand each other or a particular issue better; to offer teachers feedback on classroom activities or lesson planning; to help student and staff heal from a tragedy; to address harm or rule violations; or to drop in and gain support for one another. These are just a few applications of circles. There are so many more examples, and even more to be imagined.

Information from the recent ERASE training (Risk Assessment) given to Richmond School District personnel and connected community agencies and institutions is valuable and many of Touchstone staff attended as it highlights the need for “open” and “connected” schools in reducing the potential risks and threats to school safety.

Touchstone continues to work on building and enhancing our relationship with the schools in order to help create safe and caring communities within the school.

Restorative Justice Training

It is vital to stay current in the latest and innovative approaches regarding Restorative Justice. As a result the RJ coordinator has attended a variety of different training:

- RJ weekend retreat
- Victim – Offender conferencing model
- Potential Risks and threats to school Safety

Coming up in 2013 the RJ coordinator will be attending “Power Dynamics of Bullying: A Restorative Justice Perspective”. The RJ coordinator will also be presenting at South Arm Community Center to the Richmond Youth workers, specifically around the use of circles to resolve conflict.

In the fall of 2012, Touchstone Family Association Partnered with Dr. Evelyn Zellers and offered Peacemaking Circle training where 3 of the RJ facilitators were trained. The circle process is used for many purposes, including dialogue, problem solving, conflict resolution, healing and community building.

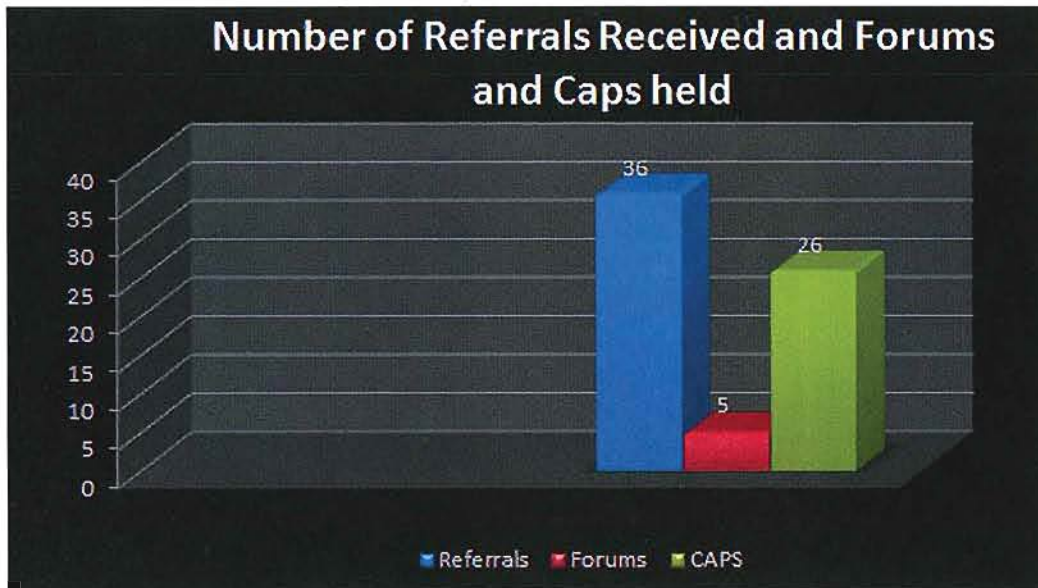
Crown

In 2012 Touchstone presented to Crown about our programs and Restorative Justice. As a result Crown referred a very complicated case that involved a home

invasion/assault with many offenders. Three of the seven offenders were referred to the RJ program and participated in a very intense but successful community justice conference. This was a very large forum with 14 people participating in the circle. The resolution agreement has been completed and the victim and Crown were pleased with the outcome.

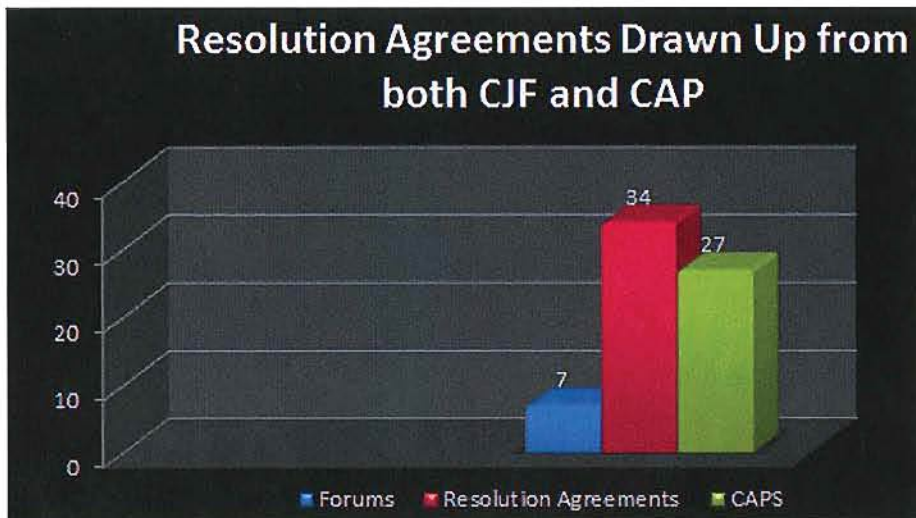
STATISTICS:

In 2012 there were 36 referrals to the Restorative Justice Program which is a decrease of eight from the previous year. Although this is a decrease the overall number of referrals for 2010 through 2012 is 128 referrals compared with 104 referrals for 2007 through 2009. Each year brings a slight fluctuation based often on youth crime and new members to the RCMP. The number of community justice forums is significantly less in 2012 however that can be attributed to the increase in referrals from the Big Box stores and the availability of the community accountability panel as an option.



Five referrals resulted in a CJF (Community Justice Forum) and 26 referrals resulted in a Community Accountability Panel (CAP).

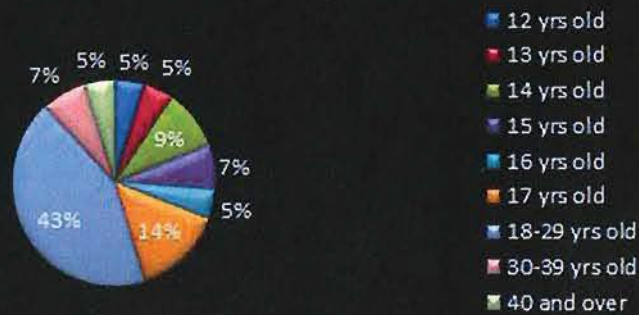
There were a total of 34 resolution agreements and all were successfully completed.



There were 19 females and 23 males referred to the program with the most dominant age ranging between 17 and 18 years.

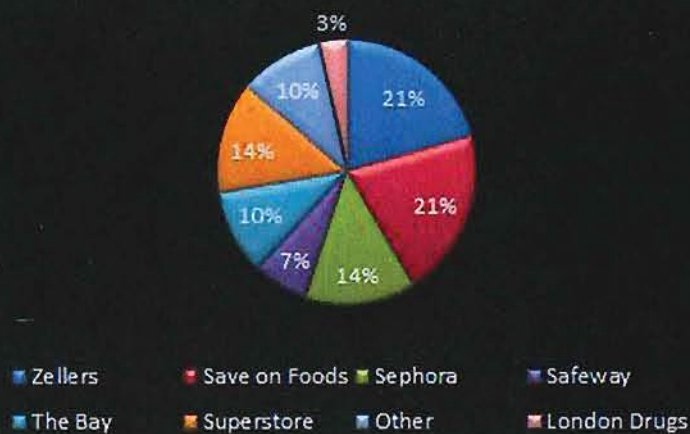


Age of Offenders Referred

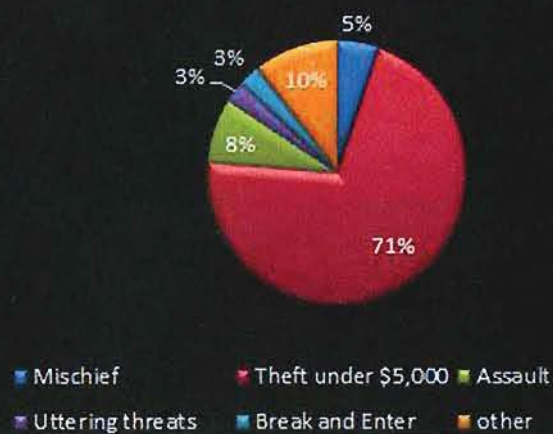


The majority of offenses were for theft under \$5000. There were many different stores reporting these thefts.

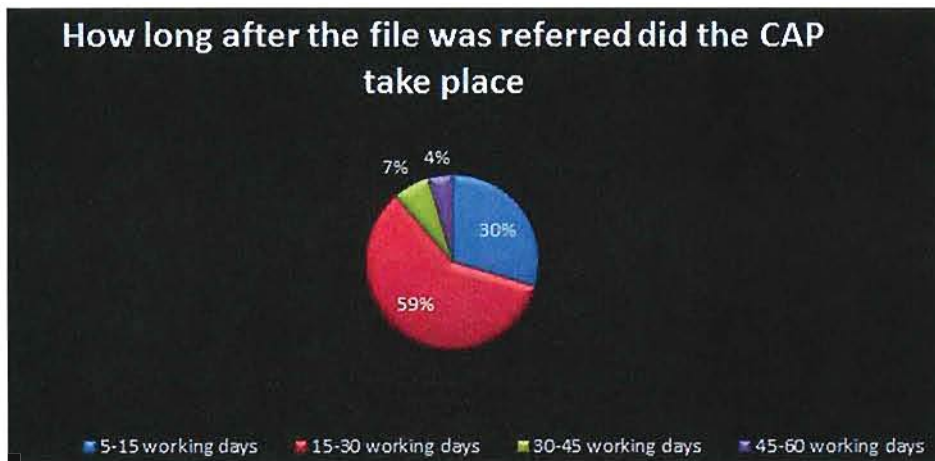
Big Box Stores



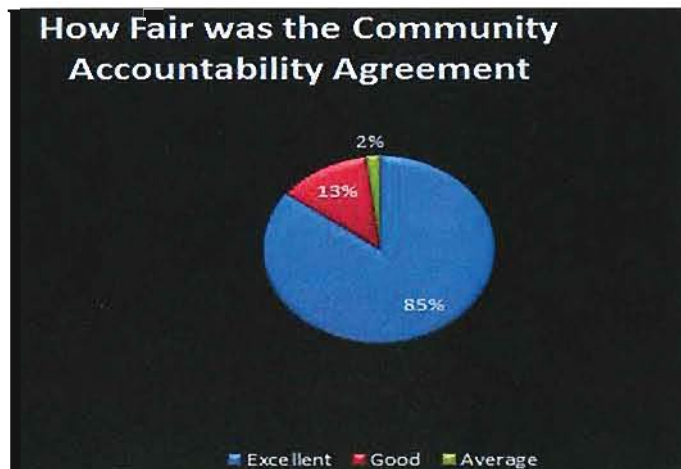
Most Common Offences Referred



In regards to how long it took to have a matter brought forward for a CAP the time period is very acceptable with the majority of cases occurring within the 5-30 day time period. This is very similar to last year's data.



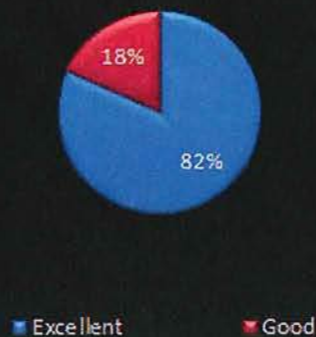
Touchstone Family Association asks all participants involved in the Restorative Justice Process to evaluate either their experience of the CAP or the CJF. Below are the results of the surveys.



How Fair was the Community Accountability Panel Process



How was your overall experience with the Community Accountability Panel?



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

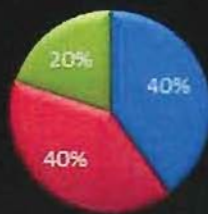
| Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program? | |
|---|---|
| Respondents | |
| 1. | N/A Excellent service provided. (supporter) |
| 2. | No, everything was good (offender) |
| 3. | No, everything was excellent. (offender) |
| 4. | It was fantastic! A weight has definitely lifted. (offender) |
| 5. | Had a good time. (offender) |
| 6. | Everything was completely helpful. (offender) |
| 7. | I felt very comfortable at ease during the meeting. (offender) |
| 8. | He was very understanding to my problem I had and I thank him so much. (supporter) |
| 9. | No everything was completely helpful. (offender) |
| 10. | I am thankful that this kind of program exists, it provides youth to correct errors without going through a lengthy process of courts. (offender supporter) |
| 11. | None at all – except working around work, but I did it! (offender) |
| 12. | No the facilitators do their job extremely well. Thanks. (Supporter) |

| Question 7: Is there anything else you would like to comment on? | |
|--|---|
| 1. | I appreciated the safe environment and grateful for the program. Overall positive experience. (Supporter) |
| 2. | Great Program. (Supporter) |
| 3. | Great Program. Thanks a lot for the help. (Supporter) |
| 4. | Thanks for this program. (offender) |
| 5. | At first it was kind of intimidating have two strangers question you across the table but after getting to know them it was a lot easier to talk. But initially I felt really uncomfortable. (Offender) |
| 6. | I feel that this is a very good program to help give people that second chance and to make them realize the seriousness of the crimes that they committed. The facilitators were both very nice and made this nerve wracking situation very comfortable and easy. They allowed me to feel like it was a very safe space to talk. Thank you. (Supporter) |
| 7. | No, thank you for the help and support. |
| 8. | Thank you Haroon, for being so kind about my situation this will not happen again. (supporter). |
| 9. | Thank you Haroon for this. (offender) |
| 10. | The people are very friendly. (offender) |
| 11. | Great help from the facilitators. (offender) |
| 12. | The 2 facilitators were very courteous, helpful and friendly. (supporter) |
| 13. | Everything was good. (Offender) |
| 14. | Thank you for creating this program. I am thankful for it because it will help other children/adults like myself and turn whatever incident that happened around and make it a positive learning experience. (offender) |

In regards to participant feedback regarding their experience in a CJF the feedback is reported below. The responses are similar to past years. However the rate of speed in which a forum took place has improved which is very important as the immediacy of the repairing of the harm is a very important process with regards to healing.

The 2 open ended questions also identify in brackets the role of the person who provided the feedback.

How long after the file was referred did the forum take place



15-30 working days

30-45 working days

45-60 working days

Roles of Participants in Forums



Victims

Victim Supporters

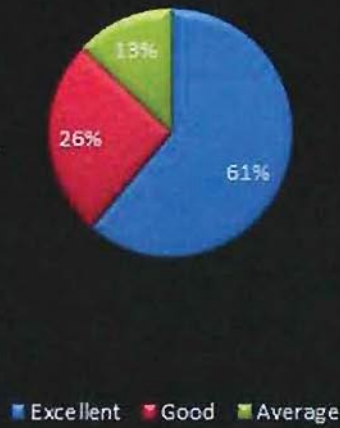
Offenders

Offender Supporters

Officers

Others

How Fair was the Community Justice Agreement



How Fair was the Community Justice Process



How was your overall experience with the Community Justice Forum



| Question 6: Did you encounter any barriers to service, which affected or interfered with your participation in the program? | |
|---|---|
| Respondents | |
| 1. | No I was very well informed throughout the process and the forum was guided very well by the facilitators. (Officer) |
| 2. | There were no barriers to service (officer) |
| 3. | No barriers, however the length of time that transpired unfortunately softened the impact taking into account the age involved (offender supporter) |
| 4. | Yes, a little bit because I was not well satisfied with the outcomes. (victim supporter) |
| 5. | Nope. Took into account word days + time. Also consulted prior to forum (officer) |
| 6. | Some interpreters were not 100% accurate, but I don't think this interfered significantly with the fairness of the result. (offender supporter) |
| 7. | No it all went very smoothly (officer) |
| 8. | No barriers. (offender supporter) |

| Question 7: Is there anything else you would like to comment on? | |
|--|---|
| Respondents | |
| 1. | Thank you for the professional approach to the forum. (victim) |
| 2. | Thank you. (Officer) |
| 3. | I feel that the forum focused too much on the harm doer. If it focused on the victim I would feel better. It seems like the forum is for the harm doer rather than the victim. (victim) |
| 4. | It was very easy to make a referral. (officer) |
| 5. | Very well done. (victim) |
| 6. | The time and length of time was a challenge for impact of justice.(offender supporter) |
| 7. | Good Program (officer) |
| 8. | Overseas students about Canadian Legal Systems to educate (offender supporter) |
| 9. | Great Program. (officer) |
| 10. | No except that the 2 facilitators did a great job putting things together which led to an agreement which satisfied all parties. (officer) |
| 11. | Excellent Program. No question at all. Very enough (victim) |
| 12. | No everything is good. (victim supporter) |

Follow-up Evaluation Summary

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

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

2013-2016
Strategic Plan (Summary)
Restorative Justice

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

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

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

1. Continue to provide the CJF model
2. Continue to provide the CAP model
3. Investigate and evaluate models being used in other local communities

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

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

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

1. The RJ Coordinator will meet with Crown Council twice a year

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

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

| Restorative Justice 2012 Statement of Income | | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------|--------------------------------|
| | Jan to Mar 2012 | Apr to Jun 2012 | Jul to Sep 2012 | Oct to Dec 2012 | Total 2012 | YTD Budget 2012 |
| Revenue | | | | | | |
| Grant from City of Richmond | 23,750 | 23,750 | 23,750 | 23,750 | 95,000 | 95,000 |
| Expenses | | | | | | |
| Wages and benefits | 13,557 | 14,878 | 15,297 | 16,310 | 60,042 | 60,000 |
| Rent | 6,240 | 6,240 | 6,240 | 6,240 | 24,960 | 25,000 |
| Mileage | 140 | 316 | 230 | 325 | 1,011 | 1,000 |
| Office supplies | 750 | 817 | 720 | 742 | 3,029 | 3,000 |
| Telephone | 446 | 291 | 349 | 211 | 1,297 | 1,000 |
| Supervision | 1,245 | 1,245 | 920 | 1,245 | 4,655 | 5,000 |
| | 22,378 | 23,787 | 23,756 | 25,073 | 94,994 | 95,000 |
| Net surplus (deficit) | 1,372 | -37 | -6 | -1,323 | 6 | 0 |

| Restorative Justice budget for \$95,000 contract to cover January 1 - December 31, 2013 | | | |
|--|---------------------|--------------------|--------------------|
| | Annual | Monthly | Quarterly |
| Wages and benefits | \$ 60,000.00 | \$ 5,000.00 | \$15,000.00 |
| Rent Mileage | \$ 25,000.00 | \$ 2,083.33 | \$ 6,250.00 |
| Cell phones | \$ 1,000.00 | \$ 83.33 | \$ 250.00 |
| Office expense | \$ 1,000.00 | \$ 83.33 | \$ 250.00 |
| Supervision | \$ 3,000.00 | \$ 250.00 | \$ 750.00 |
| | \$ 5,000.00 | \$ 416.67 | \$ 1,250.00 |
| | \$ 95,000.00 | \$ 7,916.67 | \$23,750.00 |

Funding Request:

Touchstone Family Association is requesting continued financial support from the City of Richmond while we continue to partner and build the Restorative Justice Program in the city. Changing a policing culture from a punitive lens to a restorative lens takes a long term commitment from all involved on creating an open dialogue based on mutual respect and understanding. It is with this recognition that Touchstone Family Association is requesting a three year contract for 2014-2016.



City of Richmond

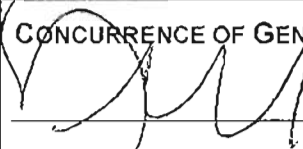


Report to Committee

| | | | |
|--------------|--|--------------|---------------------------|
| To: | Community Safety Committee | Date: | March 20, 2013 |
| From: | John McGowan Fire Chief, Richmond Fire-Rescue | File: | 09-5000-01/2012-Vol 01 |
| Re: | Richmond Fire-Rescue ~ February 2013 Activity Report | | |

Staff Recommendation

That the staff report titled Richmond Fire-Rescue – February 2013 Activity Report, dated March 20, 2013, from the Fire Chief, Richmond Fire-Rescue, be received for information.

John McGowan
Fire Chief
(604-303-2734)

| REPORT CONCURRENCE | |
|--|--|
| CONCURRENCE OF GENERAL MANAGER  | |
| REVIEWED BY DIRECTORS | INITIALS:  |
| REVIEWED BY CAO | INITIALS:  |

Staff Report

Origin

Fire-Rescue is committed to open and transparent reporting on its performance and progress. Monthly reports provide Council with current information on Richmond Fire-Rescue's (RFR) activities.

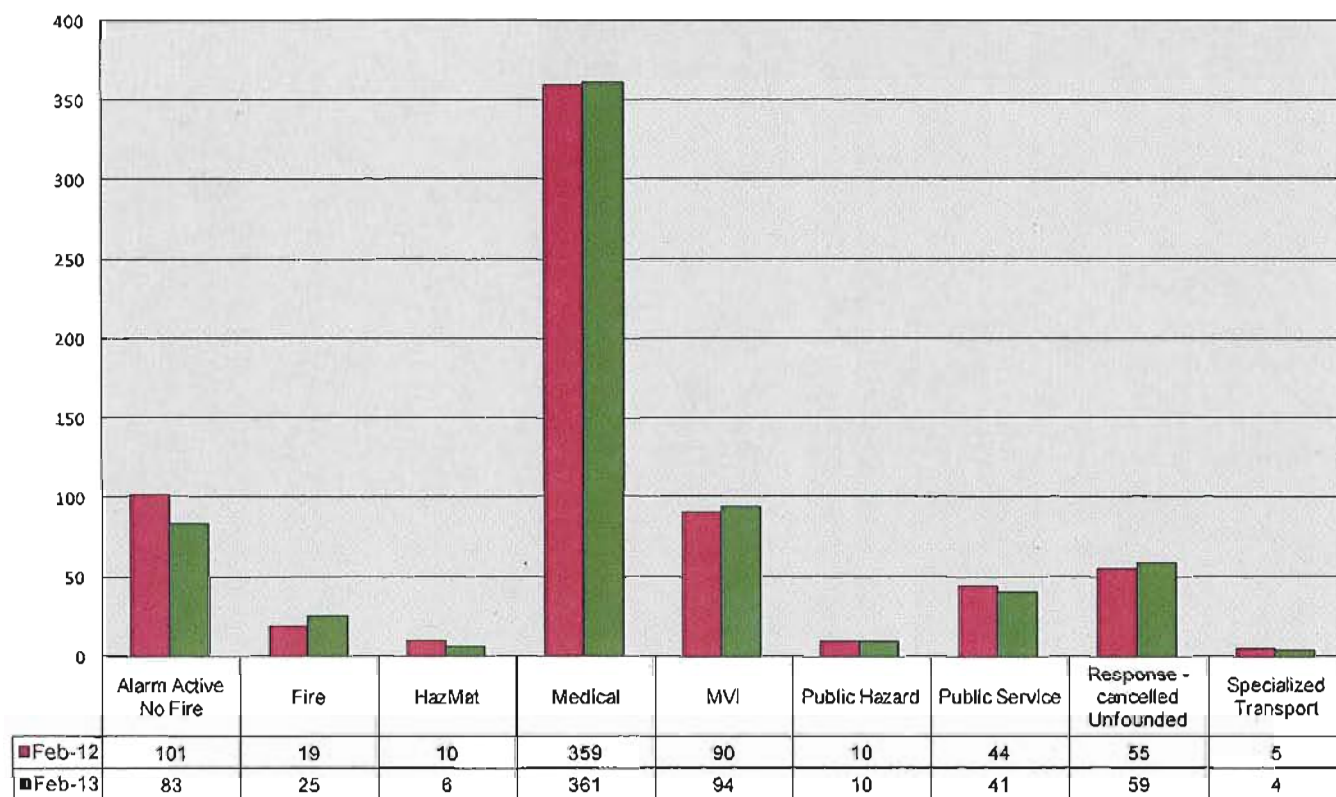
Analysis

Fire-Rescue's report for February 2013 is set out below.

Suppression Activity

The following is a month to month comparison chart of the number of incidents that have occurred for the years 2012 and 2013. For February 2013, there were a total of 683 incidents compared to 693 in February 2012, a decrease of 1.4%. Call volumes fluctuate from year to year as they are primarily driven by weather conditions such as extreme cold or the presence of ice, snow or rain. The reduction for Alarm Active/No Fire may be due to RFR's False Alarm Reduction program.

February 2012 & 2013 Calls for Service Volumes



Call Type Legend:

Alarm Active/No Fire includes: accidental, malicious, equipment malfunctions

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

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

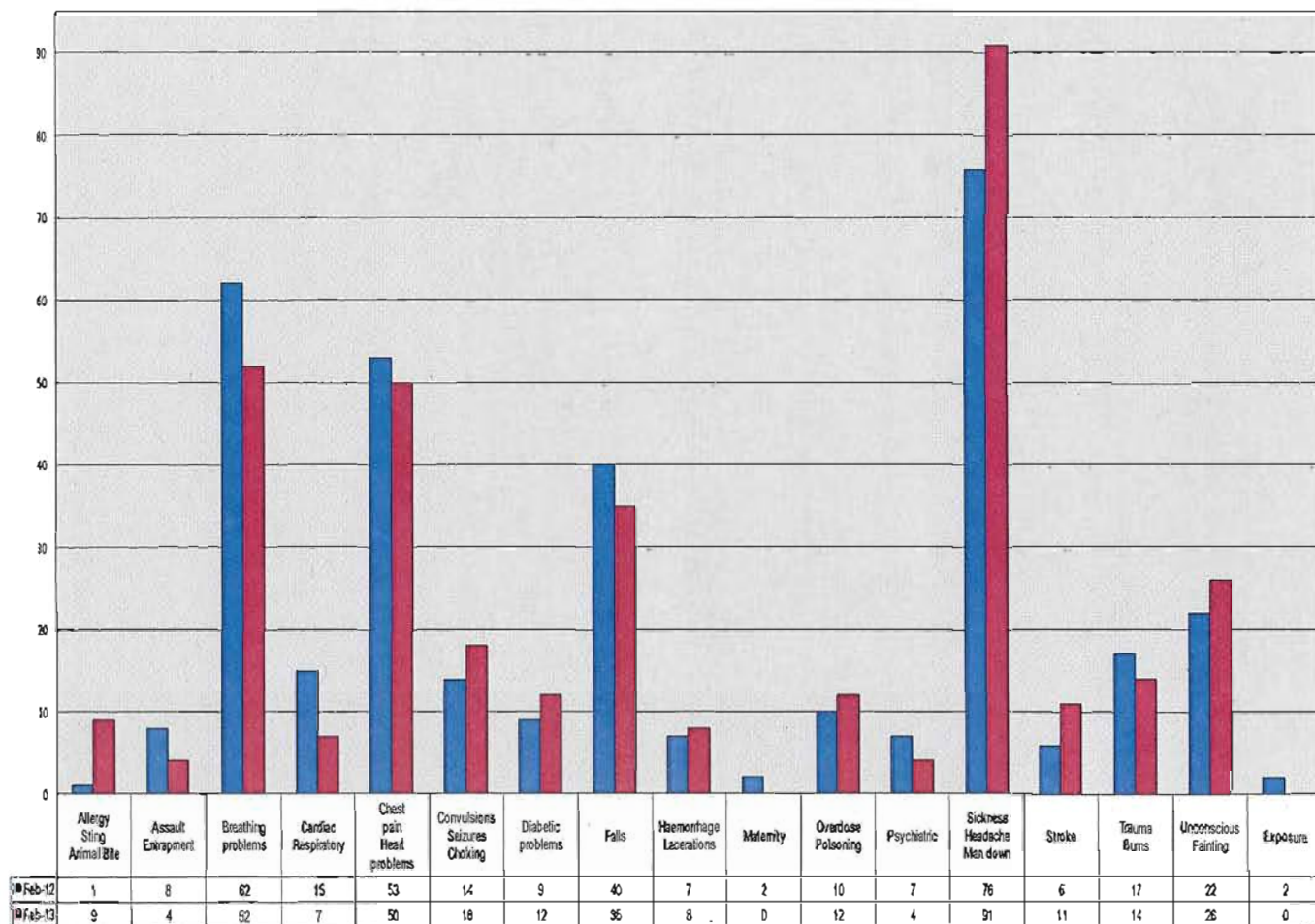
Public Hazard includes: aircraft emergency, bomb removal standby, object removal, or power lines down

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

First Responder Totals

A detailed breakdown of the medical calls for February 2012 and 2013 by sub-type is set out in the following table, with a total of 361 medical calls. Medical calls comprise 52.9% of total calls for RFR. In February 2013 there was an increase in medical calls of 0.6% over the same period in 2012. Analysis of the two categories with significant increases showed an increase in food allergy incidents. For sickness/headache/man down results, there was no defined reason other than the average patient's age (63+). The flu season is also a potential factor.

February 2012 & 2013 Medical Calls by Type



Incidents

Notable emergency incidents which involved RFR for February 2013 were:

Medical

Crews responded to an assault of a young man who had been punched in the head and knocked unconscious. There were several minors at the scene and alcohol was believed to be a factor. RFR staff worked alongside BC Ambulance Service (BCAS) and RCMP, who were also in attendance.

RFR crews responded to: two different incidents assisting BCAS with medical issues involving cardiac problems; a female without a helmet who had fallen from her bike, resulting in a skull contusion; and a cyclist who had been struck by a car and was found lying in the street.

Fires – Residential / Commercial / Outdoor

Crews responded to a total of 25 fire calls during February, including a house fire on Bromfield Place. The fire started in the furnace room and heavy smoke was showing from the eaves. RFR command was set up and the fire was promptly extinguished. No occupants were trapped, but one person did receive treatment for smoke inhalation. RFR crews worked alongside RCMP, BCAS, Teresen Gas and Hydro. The fire was later investigated by an RFR inspector and found to be accidental.

A large number of RFR crews responded to a house fire on Azure Road. RFR crews were unable to enter the premises due to personal belongings blocking the entrance. During the incident, crews protected the neighbouring homes from exposure from fly ash by using two ladder trucks. The home was later demolished for safety reasons. After the event, the Community Relations Officer distributed 400 leaflets to the surrounding community, with educational messages regarding the dangers of hoarding.

RFR crews responded to a fire with heavy smoke coming from a secondary suite of a single family residence. A crew entered and determined that a pot was left unattended on the stove and a small fire had started. The fire was brought under control by the RFR Attack Team, and efforts immediately began to limit smoke damage to the rest of the home using portable fans. The occupants then reported that their dog was missing. Crews re-entered and found the small canine alive, hiding under a desk. RFR returned the pet to the occupants, and provided first responder care to a patient for smoke inhalation.

RFR crews responded to four separate kitchen fire related incidents during February, located at: Jones Road, Minoru Boulevard, Thormanby Crescent, and McNeely drive. All incidents were quickly mitigated.

During February there were four incidents of outdoor fires, including bark mulch fires reported at Ash Street and No 3 Road; reports of an illegal burn at Scotch Pond on 7th Avenue; and a shed fire at Palmberg Road.

A vehicle fire occurred at No 1 Road, where the fire was extinguished by the driver. The driver sustained minor burns and treatment was provided by RFR crew. Crews also responded to a fully involved car fire located at the east entry of a parking lot at YVR South Terminal. The fire crew extinguished the fire and coordinated with RCMP to arrange towing to a secure site for follow up investigation.

For February 2013, the estimated total Fire Loss was \$977,275, which includes \$717,200 for building loss and \$260,075 for content loss. The total building and content value at risk was \$119,168,400 and the total value preserved was \$118,191,125, which translates to 99.2% of value protected.

| 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 | 6 | | | | | |
| - Multi-family | 7 | 52,500,000 | - | 12,360,000 | 75 | 64,859,925 |
| Fire structure total: | | | | | | |
| Commercial/Industrial | 2 | 31,000,000 | 100 | 18,000,000 | - | 48,999,900 |
| Fire – Outdoor | 7 | 700,000 | 200 | 150,000 | - | 849,800 |
| Vehicle | 3 | - | - | - | - | - |
| Totals* | 25 | 87,908,400 | 717,200 | 31,260,000 | 260,075 | 118,191,125 |

*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).

The fire investigation statistics for February 2013 are listed below:

| Total Fire Investigation Statistics – February | | | |
|--|--------------|------------|--------------|
| | Suspicious # | Accidental | Undetermined |
| Residential - Single-family | 2 | 3 | 1 |
| Residential - Multi-family | - | 7 | - |
| Commercial/Industrial | - | 1 | 1 |
| Fire – Outdoor | 5 | 1 | 1 |
| Vehicle | - | 2 | 1 |
| Totals | 7 | 14 | 4 |

HazMat

Crews responded to a total of six HazMat calls during February, including a report of the smell of gas. On arrival RFR crew found approximately 180 gallons of gasoline stored in four 45 gallon drums in the garage of a townhouse unit located on Bryson Drive. Due to the high fire load, explosion potential, and suspicious nature of the call, RFR crew requested that RCMP attend. In coordination with the RCMP, it was decided that the product be removed to the City Works yard for safe keeping, as the owners had no way to move the product.

When City employees started relocating the product, some precursors to meth production were found, and the call was escalated to a full Hazmat call. RFR and the RCMP Hazmat team were deployed, and the call lasted for several hours. Eventually the RCMP decided the call did not warrant the Hazmat status.

All other hazmat calls for February were relatively minor, quickly mitigated and did not require any long-term hazmat team deployment.

| HazMat Calls By Type – February | |
|--|----------------|
| HazMat Calls | Details |
| Natural Gas/Propane Leaks (small) | 4 |
| Flammable/Combustible Liquids | 1 |
| Misc. (empty containers to unknown powder) | 1 |
| Total | 6 |

Motor Vehicle Incidents (MVI)

Crews responded to a total of 94 motor vehicle incidents in February, including a motor vehicle incident on the Steveston and 99 Highway overpass. A vehicle had struck the curb edge on the overpass, causing concrete debris and a wheel from the vehicle to fall to the highway below. A large portion of guard rail was left hanging precariously over the highway, held only by a small piece of rebar. RFR shut down the two endangered lanes of the highway, provided patient care, and stabilized the vehicle on the overpass above. The driver of the vehicle was found unconscious outside of the vehicle, and was treated and transported to hospital by BCAS.

Crews attended a significant two vehicle ‘T-Bone’ collision on St Albans Road. The driver of the side-impacted vehicle was trapped. RFR stabilized the vehicle, deployed heavy rescue equipment, maintained spinal management of patient, removed the door, and freed the occupant. The driver was transported to hospital with non-life threatening injuries.

During February, RFR crews also responded to a four vehicle motor vehicle incident with injuries on No 3 Road. The “Jaws of Life” were used to extricate a passenger. A person with a weapon/fire arm fled the scene. Multiple RCMP and plain-clothed detectives were on scene.

RFR continues to work with external media messaging and emergency partners to promote pedestrian and vehicle safety.

Training and Education

RFR training staff completed the training of all suppression staff in Module 3 (Hose Deployment) of the Hi-Rise program.

RFR training staff continue to develop the iMobile training program in a more sustainable way by reconfiguring it to be more portable and reliable. All instructional materials have been revised and updated, and will be delivered during breaks in other training schedules. To date, 70 RFR crews have received the updated instruction.

RFR training staff attended two organizational meetings at YVR for the upcoming training exercise on April 17. A schedule has been created for all suppression staff to attend a two day training course on Aircraft Firefighting.

Community Relations / Public Education

Richmond Fire-Rescue participated in numerous events and activities for public education during February 2013. Some of the events attended by the Fire Chief, Deputy Chiefs, RFR crews and Prevention Officers were as follows:

- 34 car seat inspections were carried out in February at No 1 Hall.
- Pumper visits included the St Paul's Kindergarten School and the Saunders Road (English as a Second Language Program).
- Hall Tours were provided for the 33rd Richmond Scouts Group, the Beaver Scouts (Fire Safety and Environment Tour) and the South Arm Junior Out of School Care Group.
- Community and Fundraising events attended included the *Golden Dragon and Lion Dance* event held at Aberdeen Centre, *Hockey Day in Canada* held at the Oval, Touchstone's *Eating Together Kick-Off* Breakfast, the British Columbia Professional Fire Fighters Association (BCPFFA) *Firefighter Memorial Statue* presentation held at the Legislative Buildings in Victoria. RFR crews also showed their support and participated in the *Pink Shirt – Anti-Bullying day* by wearing pink shirts and visiting local schools to promote educational messaging of anti-bullying.

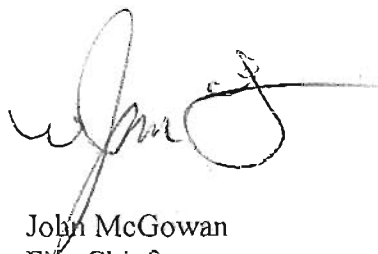
Financial Impact

None

Conclusion

Richmond Fire-Rescue continues to strive to deliver services and programs through an approach balancing prevention, education and emergency response.

This direction is based on the belief that prevention, education and emergency response programs must be well established and integrated to have a positive impact on community safety. Also integral is the continued delivery and advancement of RFR core 911 emergency fire and rescue response services to Richmond.



John McGowan
Fire Chief
(604-303-2734)

JM:js



City of Richmond

Report to Committee

| | | | |
|--------------|---|--------------|-----------------------------------|
| To: | Community Safety Committee | Date: | March 4, 2013 |
| From: | Rendall Nessel Officer In Charge, Richmond RCMP Detachment | File: | 09-5000-01/2012-Vol 01 (13.05) |
| Re: | RCMP's Monthly Report – February 2013 Activities | | |

Staff Recommendation

That the report titled "RCMP's Monthly Report – February 2013 Activities" (dated March 4, 2013, from the OIC RCMP) be received for information.

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

| REPORT CONCURRENCE | |
|------------------------------------|---------------|
| CONCURRENCE OF GENERAL MANAGER | |
| REVIEWED BY DIRECTORS | INITIALS: |
| REVIEWED BY CAO | INITIALS: |

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.

Council Term Goals for 2011-2014 identify the desire 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 2013 activities.

Noteworthy Files and Activities:

Help Combat Residential Break and Enters

Property crime has always been a priority in Richmond's crime reduction strategy with dedicated resources allocated to identify and arrest those responsible. As much as officers have the tools and training required to catch the criminals, the ever watchful neighbour is always helpful.

Break and enter hot spots vary from time to time without any reason. In January the majority of incidents occurred along No. 2 Road between Steveston Highway and Granville Avenue and they occurred between 6 p.m. and 10 p.m. The detachment sent out a news release on February 7 with the following tips:

- Install motion sensor lights on the exterior of the home at the front and back. Check that they are functioning properly on a regular basis and maintain the exterior lighting.
- Leave a light on when leaving the home and using timers on the radio and interior lights will also make people believe that someone is inside.
- Refrain from storing large amounts of cash or jewellery in the house. Store jewellery in a safety deposit box.
- Check the home frequently if it is up for sale, both inside and out. Do a complete walk through around and then proceed inside only if it appears that no one has entered.
- Have someone park in the driveway during long periods of being away. Invite a neighbour or friend to occupy the driveway and collect mail and flyers.
- Phone the police when lights are seen in a normally dark and abandoned residence. Take note of vehicles and the licence plates in the area that are not usually present.

The detachment is a strong supporter of the Block Watch Program. The captains and co-captains and their groups work together to reduce crime in their neighbourhoods.

Two More Chinese Nationals Go Missing From Tour Groups

The detachment is investigating the third and fourth instances since last August where Chinese Nationals have been reported missing from tour groups. The two incidents are as follows:

On January 22 at around 10:30 pm, the detachment received a report from a tour guide that a female in their groups was missing. The tour group was staying at the Hampton Inn located at 8111 Bridgeport Road and was scheduled to return to China that morning. A 61 year old female from China was last seen at the hotel on January 21 at around 8 p.m. Investigators confirmed that the female did not board her flight back to China and noted that her luggage was missing from the hotel as well.

The most recent incident occurred on February 19th at around 11:00 pm. The detachment received a report from a tour guide that a female in their group was missing. The tour group was staying at the Holiday Inn Express located at 9351 Bridgeport Road and had been invited to a martial arts event. The group was scheduled to return to China on February 22. The 52 year old female from China was last seen at the hotel on February 19 at around 3:00 am by her roommate. When her roommate awoke at 8:00 am, the female and her luggage were gone. Video surveillance indicates that she left the hotel on her own accord with her luggage around 4:00 am.

While foul play is not suspected in any of the incidents, it is a concern that tourists are being reported missing from tour groups.

Auxiliary Constables

As of February 2013, Richmond Detachment's 31 active Auxiliary Constables recorded 692 volunteer hours in Community Policing, training and Patrol Ride-Along hours as indicated in the table below:

Volunteer Hours

| Time Period | Community Policing Hours | Training and Administrative Hours | Patrol Ride-Along Hours | Total Hours |
|---------------------|---------------------------------|--|--------------------------------|--------------------|
| Jan-Feb 2013 | 279 | 285 | 128 | 692 |

Summary of Duties for February 2013

- Coastal Watch Presentations
- School Sports Events
- Property Crime Initiatives
- On-Side Program
- Pedestrian Safety Education
- DARE Program
- Assisting Regular members

- Assisting the detachment training section

Summary of Training

- Incident Management Intervention Model (IMIM)
- Chemical, Biological, Radiation, Nuclear Response (CBRN)

Recruiting

The Suitability Interviews are being completed for the next troop of 25 Auxiliary Constables. Candidates have been selected for over 70% of the available positions and expect to complete this stage shortly. All selected candidates have now begun the required security screening process, which is expected to take an additional 4-6 months. Training for the new troop will commence in September 2013.

Community Policing

Block Watch

There were 312 residential break and enter letters that were sent to victims and their neighbours. This letter informs the reader that a break and enter had occurred in their area and encourages them to start a Block Watch group. Similarly, 30 Business Link letters were sent to Richmond businesses that experienced break and enters during this period. Both Business Link and residential break and enter letters offer crime prevention tips; directs readers to the crime prevention web pages and encourages them to register for email alerts.

There were 79 residential and 32 business break and enter email alerts sent in this period to registered Richmond residents and business owners respectively. This email alert provides crime prevention information and directs them to the crime prevention web pages.

Crime Maps

On February 13, the new Criminal Activity Maps was presented to the Community Safety Committee which demonstrated the enhancements. This included pin point locators for residential and commercial break and enters and theft of auto. The site is unique in providing up-to-date neighbourhood crime summaries and providing crime prevention techniques targeting specific points of entry. (www.richmond.ca/safety/police/crime)

Community Police Stations

Lock Out Auto Crime (LOAC) Blitz

The LOAC Blitz was held on February 14 from the South Arm Community Police Station. All 3 Community Police Stations participated. There were 293 vehicles checked on Palm Pilot, 646 vehicles checked and 621 crime prevention notices were given out.

The second blitz was held on February 20 from the City Center Community Police Station. All 3 Community Police Stations participated. There were 405 vehicles checked on Palm Pilot, 683 vehicles checked and 278 crime prevention notices were given out.

Richmond Detachment Stolen Auto Recovery and Lock Out Auto Crime Statistics

| CPS | YTD | # Stolen Auto Recovery and Lock out Auto Crime Deployments | Vehicles Viewed For Signs Of Auto Crime Only | Vehicles Scanned Through Stolen Auto Recovery (SAR) | Vehicles Issued A Crime Prevention Notice | Patrol And Admin Hours |
|--------------------|----------------|---|---|--|--|-------------------------------|
| City Center | Jan-Feb | 15 | 3,658 | 2,227 | 1,431 | 88 |
| South Arm | Jan-Feb | 9 | 967 | 160 | 807 | 30 |
| Steveston | Jan-Feb | 37 | 5,926 | - | 1,872 | 160 |
| Totals | | 61 | 10,551 | 2,387 | 4,110 | 278 |

Richmond Detachment Speed Watch Statistics

| CPS | YTD | # Of Speed Watch Deployments | Total Vehicles Checked | Over 10 Km/h | Admin Hours For Office Duties | Number of Warning Letters Issued |
|--------------------|----------------|-------------------------------------|-------------------------------|---------------------|--------------------------------------|---|
| City Center | Jan-Feb | 33 | 13,633 | 1,973 | 250 | 897 |
| South Arm | Jan-Feb | 5 | 5,726 | 348 | 30 | 134 |
| Steveston | Jan-Feb | 9 | 5,930 | 2,030 | 56 | 251 |
| Totals | | 47 | 25,289 | 4,351 | 336 | 1,282 |

Richmond Detachment Distracted Drivers Statistics

| CPS | YTD | Deployments | Number of Letters Sent |
|--------------------|-------------------------|--------------------|-------------------------------|
| City Center | January-February | 16 | 93 |
| South Arm | January-February | 5 | 25 |
| Totals | | 21 | 118 |

Volunteer Bike and Foot Patrols

The main objectives of the Volunteer Bike Patrol and Foot Patrol are to observe and report suspicious activity, abandoned houses, grow operations, graffiti and distracted drivers.

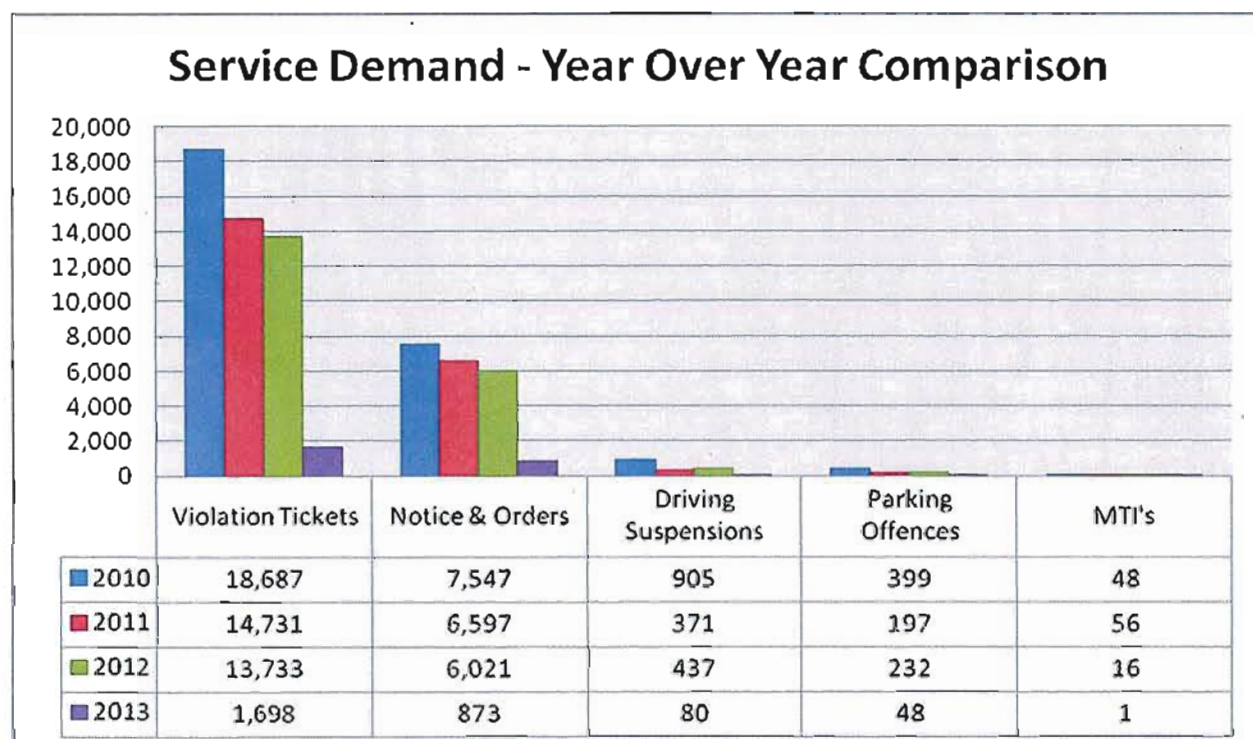
Volunteer Bike Patrols

| CPS | YTD | Deployments | Hours |
|-------------|-------------------|-------------|-------|
| City Center | January –February | 10 | 70 |

Volunteer Foot Patrols

| CPS | YTD | Deployments | Hours |
|-------------|------------------|-------------|-------|
| City Center | January-February | 14 | 105 |

Road Safety Unit



Victim Services

In addition to an active caseload of 140 ongoing files, RCMP Victim Services provided services to 43 new clients and attended nine crime and trauma scenes in January. Medical related sudden deaths, family dysfunction and suicides dominated the calls for service.

Crime Statistics

Crime Stats – see Appendix “A”

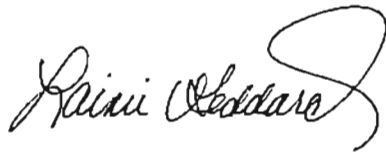
Crime Maps – see Appendix “B”

Financial Impact

There is no financial impact associated with this report

Conclusion

The RCMP continues to ensure Richmond remains a safe and desirable community.

A handwritten signature in black ink, appearing to read 'Lainie Goddard', with a large, stylized loop at the end.

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



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 11, 2013

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

File: 12-8060-01/2011-Vol 01

Re: Community Bylaws – February 2013 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – February 2013 Activity Report (dated March 11, 2013), 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: Budgets Engineering Parks | CONCURRENCE | CONCURRENCE OF GENERAL MANAGER | |
| | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> | | |
| REVIEWED BY DIRECTORS | INITIALS: | REVIEWED BY CAO | INITIALS: |

Origin

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

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

Analysis

1. Parking Program

Customer Service Response

An average of 66 daily calls for service was fielded by administration staff in February 2013. This activity represents an increase of approximately 22% compared to January 2013 and a 54% increase compared to calls reported in February 2012.

Enforcement Activity

A total of 3,483 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of February 2013. This indicates an increase of approximately 44.5% when compared to the number of violations issued in February 2012. This significant increase continues as a result of the internal review that was undertaken of parking operations in December 2012, an adjustment in resource deployment, and staff's focus on continuous improvement initiatives.

In February 2013, 8% of the violations (277) issued during that month were either cancelled and/or changed to a warning.

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 | 24 | 8.60% |
| Section 2.1 (c) Poor likelihood of success at adjudication | 39 | 14.10% |
| Section 2.1 (d) Contravention necessary - health related | 4 | 1.45% |
| Section 2.1 (e) Multiple violations issued for one incident | 13 | 4.70% |
| Section 2.1 (f) Not in the public interest | 80 | 28.90% |
| Section 2.1 (g) Proven effort to comply | 68 | 24.55% |
| Administrative Entries | 49 | 17.70% |

Program Highlights

In February there were no incidents of vandalism to parking meters however routine repairs of the City's aging meter inventory resulted in six service calls and one in-field repair. As mentioned in previous reports Community Bylaws is involved in a "Request for Proposal" (RFP) for the replacement of all existing and out-dated parking equipment. Short-listed vendor evaluations are currently underway with final vendor selection to be determined in April. The implementation of new meters is expected to increase revenue and decrease maintenance costs due to the durability, functionality and security features of the new equipment.

The Parking section continues to work with the Richmond Centre for Disabilities (RCD) on a plan to implement Council's approved changes to the City's accessible parking permit privileges. The program launch has been deferred to the second quarter of 2013 pending finalization of the working agreement between RCD and the City. The agreement is being amended to reflect changes being adopted by the new program.

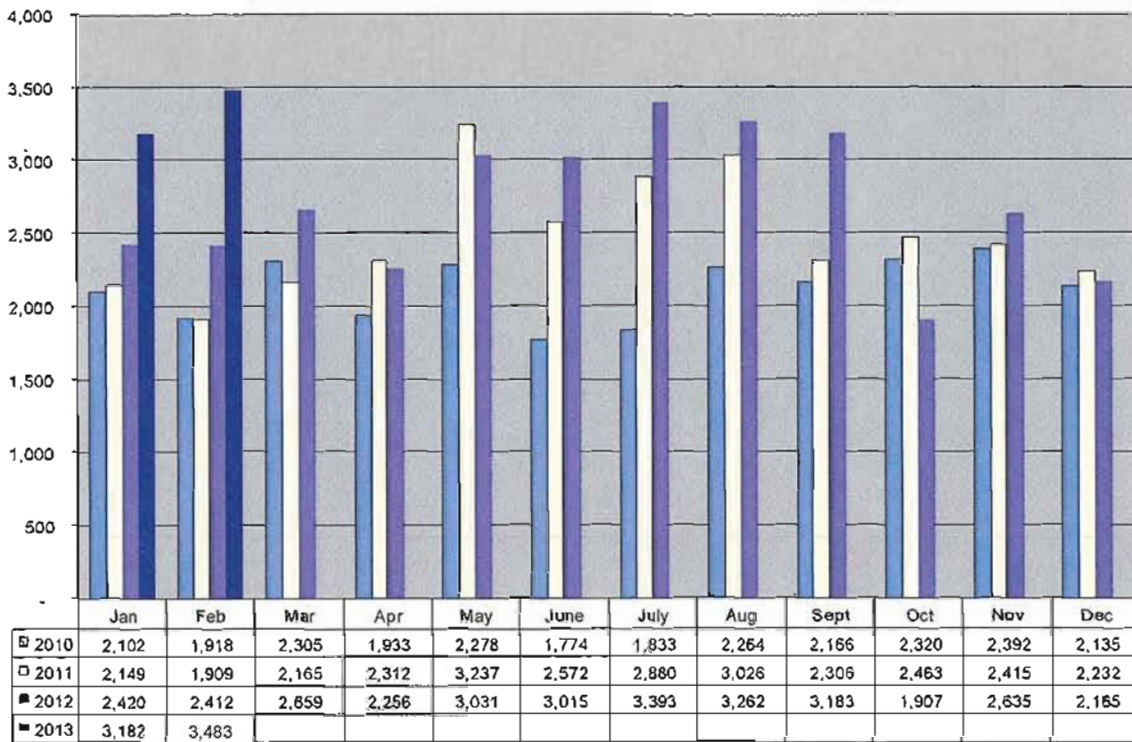
The Parking Section continues to employ the "Tempest" database system as a sole resource for tracking officer activity including: internal files, external files, RCMP files, animal control files, patrol recurrence, patrol volume and other services to the public.

A comprehensive analysis of parking enforcement operations was undertaken in late 2012 and resulted in dramatic efficiency increases due to more effective deployment of resources and a renewed focus on objectives. In relation to these changes staff maintained a high-level of customer service which for the second month in a row resulted in no integrity or conduct complaints.

A second phase of review is currently underway focused on the Community Bylaws Administrative section. The intent of this phase is to address service levels by ensuring a balanced deployment of duties such as back-up support, application of more efficient processes and leveraging improvements such as more efficient use of the City's website and voicemail technologies. Recent gains in productivity by the operational side of the parking section have resulted in significant demands on administrative staff. Phase two will also include further improvements to customer service and in particular those items that are related to timely call response and dispute resolution.

Following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

2010 - 2013 Comparison for Parking Violations Issued



2. Property Use

Customer Service Response

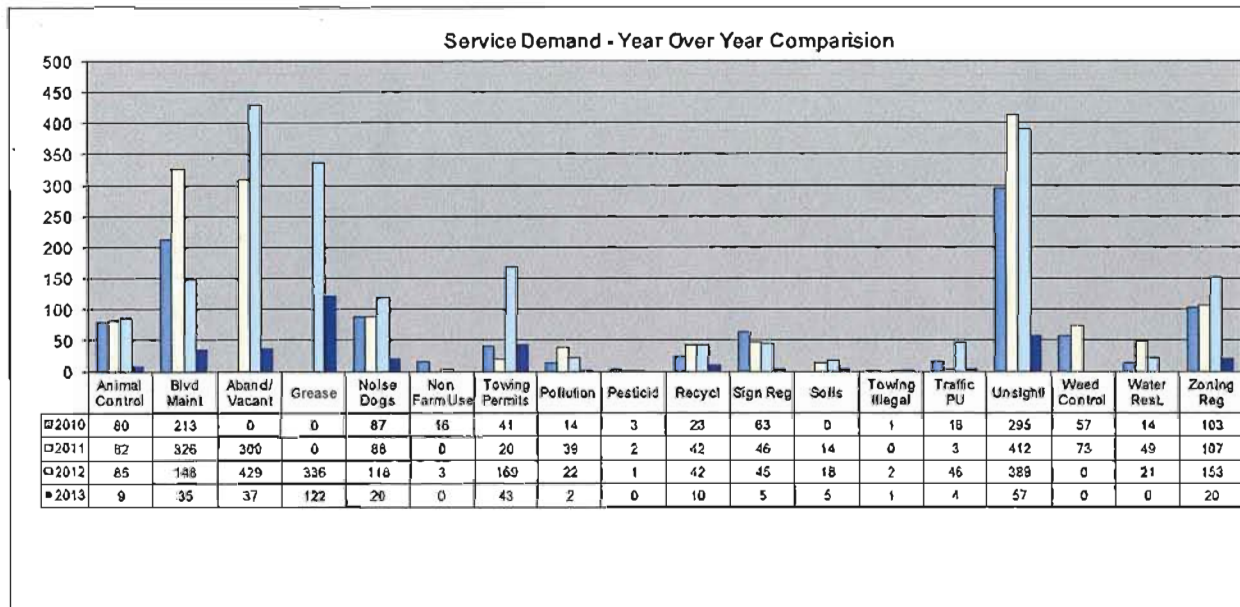
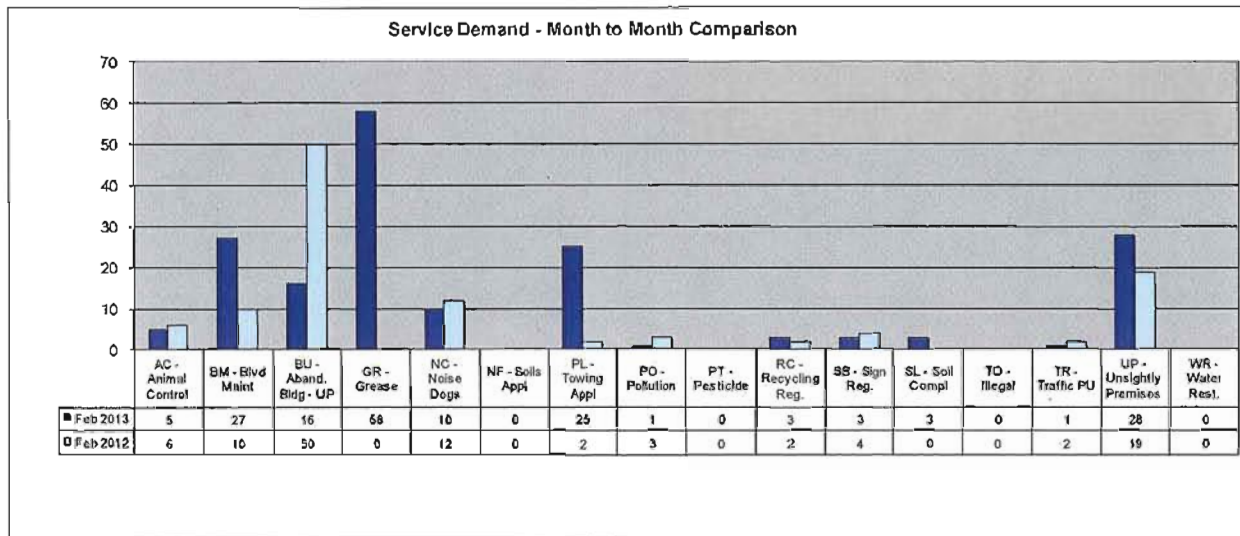
An average of 18 daily calls for service was fielded by administration staff in February 2013. This represents a decrease of approximately 22% compared to January 2013, and a 12.5% increase compared to calls reported in February 2012.

Enforcement Activity

In February 2013, 129 investigation files were created and assigned for inspection and/or appropriate enforcement. This file load indicates an increase of approximately 10% when compared to February 2012. This increase is primarily due to the increased number of tow permit applications files compared to those created in February 2012. January 2012's data indicated two tow permit files compared to twenty-five in January 2013. Proactive monitoring and enforcement efforts continue with regard to the "Abandoned/Vacant Home Joint Operations" program.

The "Soil Watch" program implemented on January 29, 2013, resulted in three calls for service. Two of the three calls were related to fill activity at Finn Road. Staff continue to monitor the activities at the Finn Road property site to ensure compliance with all City regulatory bylaws.

The following charts compare Property Use service demand by type for February 2013 vs. February 2012, as well as a comparative for the years 2010, 2011, 2012 and 2013:



3. Grease Management Program

The Grease Management Inspector conducted sixty-one regulatory visits to fifty-eight food sector establishments during the month of February 2013 resulting in eleven by-law violations. One of the violations was switched to a 'Warning Ticket' due to expedient compliance.

Two cases were referred to Metro Vancouver for decisions on the installation and design of grease interceptors or traps.

In addition staff held meetings with the management teams of Lansdowne Centre and Richmond Public Market to discuss best practices for the management of fats, oils and grease and compliance with the relevant sections of the City's Drainage, Dyke & Sanitary Sewer System Bylaw No. 7551.

4. Dispute Adjudication Program

The January 29, 2013 Adjudication Hearings resulted in the following outcomes:

- Seven violations upheld (one disputant did not attend and the allegation was deemed to have occurred)
- One violation was suspended.

The next Adjudication Hearing is scheduled for March 26, 2013.

5. Animal Control

In February 2013, Community Bylaws issued 105 new dog licences which is a decrease of 22% when compared to the number of new dog licences issued in February 2012. This number includes 59 dangerous dog licences, as well as payments processed during the latter part of 2012. The departments' first mailing of dog related invoices resulted in a total of 4438 dogs being licensed in Richmond for 2013. The deadline for the early payment discount was February 28, 2013. The Community Bylaws department intends to develop a more comprehensive dog licensing strategy during the second quarter of this year.

Animal Control officers responded to nine requests for enforcement patrols and four dog bite incidents were reported with each resulting in a dangerous dog investigation.

6. Revenue and Expenses

The following information is a month to month analysis of February 2013 compared to February 2012.

Consolidated Parking Program Revenue

Consolidated parking program revenue, which includes meter, monthly permit and enforcement revenues; increased by 32.9% over last year. Specifically, consolidated revenues were \$151,671 for February 2013 compared to \$114,086 for February 2012.

Meter Revenue

Meter Revenue increased by 11.9% over the same period last year. Specifically, meter revenue was \$37,256 for February 2013 compared to \$33,287 for February 2012.

Permit Revenue

Permit Revenue increased by 8.4% over the same period last year. Specifically, permit revenue was \$9,435 for February 2013 compared to \$8,702 for February 2012.

Enforcement Revenue


Enforcement Revenue increased by 45.6% over the same period last year. Specifically, enforcement revenue was \$104,980 for February 2013 compared to \$72,097 for February 2012.

The following chart provides a consolidated revenue comparison with prior years:



Conclusion

Changes made within the Parking and Animal control section have lead to an aggregate increase in revenue of 22.5% YTD. In conjunction, all staff within Community Bylaws remains committed to maintaining the quality of life and safety of City of Richmond residents. Further, Community Bylaws continues to focus on coordinated efforts with many City departments and community partners while promoting a culture of compliance.


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



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 21, 2013

From: Phyllis L. Carlyle
General Manager

File: 12-8060-01/2009-Vol
01

Re: New Provincial Legislation - Bill 12-2013 Community Safety Act

Staff Recommendation

That the staff report titled New Provincial Legislation-Bill 12-2013 Community Safety Act (dated March 21, 2013 from the General Manager, Law & Community Safety) be received for information.

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

Att. 1

| REPORT CONCURRENCE | | | |
|-----------------------|-------------------------------------|-------------------------------------|---------------|
| ROUTED TO: | CONCURRENCE | CONCURRENCE OF GENERAL MANAGER | |
| | Community Social Development | <input checked="" type="checkbox"/> | |
| | Law | <input checked="" type="checkbox"/> | |
| RCMP | <input checked="" type="checkbox"/> | | |
| REVIEWED BY DIRECTORS | INITIALS: | REVIEWED BY CAO | INITIALS: |

Staff Report

Origin

This report provides information regarding the provincial government's Bill 12 -2013 and its potential impact on the City of Richmond. The proposed legislation introduces the "*Community Safety Act*" which is designed to target problem properties within the Province of British Columbia.

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.*

Background

The "*Community Safety Act*" received first reading on February 21st, 2013 and is designed to target problem properties where unlawful, dangerous and threatening activities continually detract from neighbourhood safety and security. The government intends to use the *Act* to target and in some cases shut down properties negatively impacting communities.

If passed, the *Act* will enable members of the public to submit confidential complaints to the designated director of community safety who will be charged with investigating, mediating and working with property owners to curb various threatening and dangerous activities. In response to substantiated complaints the director will take steps to force the property owner to address identified issues. Where problems persist the director may apply to a court for a community safety order, which may bar certain individuals from the property or close it for up to a period of 90 days.

Unlike criminal laws, the new civil legislation will target properties where the occupants may change frequently, but the problem activity persists, and the property owner(s) fail to take effective action to correct the issue.

The proposed community safety investigation unit differs from B.C.'s Civil Forfeiture Office, which does not conduct investigations and acts on case referrals from Police rather than reports from the public.

Analysis

An overview of the proposed legislation is contained in **Appendix A**.

Potential Impact

Similar legislation in other provinces (Alberta, Saskatchewan, Manitoba, New Brunswick, Nova Scotia and the Yukon), has seen most identified problems nullified without court involvement. Current data indicates that less than one percent of complaints received have led to an application to the court for a community safety order.

Research on similar legislation in the Province of Alberta - "*Safer Communities and Neighbourhoods (SCAN) Act (2008)*" indicates that the legislation did not expand the powers of municipalities and that the enforcement power resides with the director of law enforcement at Alberta Solicitor General and Public Security. The Provincial Ministry works collaboratively

with municipal law enforcement and social service agencies to address property use issues. All criminal activity detected under the authority of the Act involving a property is transferred to the police for investigation.

Staff was able to confirm that in major cities in Alberta there has been no impact to municipal resources. Both the City of Calgary and the City of Edmonton stated that property concerns are referred to the police for appropriate action. The police subsequently deal with the individuals but not the property. If the activity on the property becomes problematic the affected citizens are advised to make a complaint through the appropriate provincial agency.

Research findings in the Cities of Winnipeg and Saskatoon rendered the same results with staff reporting minimal or no impact to municipal resources.

Community and Social

It is anticipated that this *Act* will provide an additional tool to respond to citizen concerns with regard to chronic problem properties that are attracting illegal activities. Concerned citizens can be directed to make confidential complaints to the responsible provincial body in addition to the police. As the police can only deal with the individuals, it is hoped that this *Act* will promote responsible property ownership and positively impact the safety of the community.

It is important to note that the optional provisions of the proposed Community Safety Act can require the occupants of a property to vacate. Since providing housing placement for displaced individuals is a provincial responsibility, the City would work closely with agencies such as the Richmond Homelessness Coalition, BC Housing, BC Ministry of Social Development, and other community partners to coordinate efforts. Any evictions that may occur as a result of actions under the proposed Community Safety Act that render people homeless may in some way impact the community.

As with most new legislation it is difficult to gauge the complete level of impact on the community until several scenarios involving the legislation unfold.

Financial Impact

There is no financial impact resulting from this report.

Conclusion

The proposed Community Safety Act promotes community safety by targeting properties that are chronically used for repetitive illegal activity. Currently police manage offenders and have minimal interaction with the property. Experience in other provinces with similar legislation indicates that the Act can assist police and municipalities with problem properties.

This collaborative approach will result in safer neighbourhoods and communities and is congruent with Council Term Goal 1: *Ensure Richmond remains a safe and desirable community to live, work and play in through an interdisciplinary approach to community safety.*



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

EW:ml

APPENDIX A

Community Safety Unit Structure

A director of community safety will be appointed under the Public Service Act. The director may in turn delegate to a person(s) powers or duties under this Act and may designate investigators who are appointed under the Public Service Act.

Complaint System

The *Act* states that a person may make a complaint to the director if the person believes that

- (a) activities occurring in, on or near a property in the person's community or neighbourhood indicate that one property is being used for a specified use, and
- (b) the community or neighbourhood is being adversely affected by the activities.

After receiving the complaint the director may

- (a) decide to act or not to act on the complaint;
- (b) require the complainant to provide further information;
- (c) investigate the complaint;
- (d) send a warning letter to an owner of the property, an occupant of the property, or any other person the director considers appropriate;
- (e) attempt to resolve the complaint by agreement or informal action; or apply to the court under section 9 for a community safety order.

Pursuant to section 10 (1) of the *Act* a complainant may apply directly to the court for a community safety order respecting a property in the event the director decides not to act on the complaint.

This legislation allows for the court to make a community safety order respecting a property if the court is satisfied, on a balance of probabilities, that

- (a) the activities have been occurring in, on or near the property and being habitually used for a specified use, and
- (b) the community or neighbourhood is being adversely affected by the activities.

In addition, the court may make a community safety order if it is satisfied, on a balance of probabilities, that the activities in respect of which the application is made are a serious and immediate threat to the health, safety and security of an occupant of the property or a person in the community or neighbourhood.

Mandatory provisions of a community safety order respecting a property include the following:

- (a) the address and legal description of the property;
- (b) a description of the activities in respect of which the community safety order is being made;
- (c) a prohibition of all persons from carrying out, contributing to or permitting the activities in or on the property;
- (d) a requirement that the named owner or another owner, or both, to do everything reasonably possible to prevent the activities continuing or reoccurring, including doing anything specifically ordered by the court described in the optional provisions of the community safety order.

Optional provisions of the community safety order include:

- (a) requiring a person to vacate the property on or before the date specified in the community safety order;
- (b) prohibiting a person from entering the property without the director's consent;
- (c) prohibiting a person from occupying the property;
- (d) keeping the property closed for up to 90 days;

The *Act* clearly outlines requirements for the director to serve a copy of the community safety order on the owner and the occupants of the property. In the case where the complainant has directly made the request through the courts there is a requirement for the complainant to serve a copy of the community safety order on the director, the named owner, and the occupants of the property.

Variations, Appeals and Compliance

The *Community Safety Act* includes provisions for the courts to make variations and appeals to community safety orders made under the "*Act*". In addition the legislation provides specifics as to which issues can be appealed, on a question of law, and stipulates that appeals may go before the Court of Appeal.

A section of the *Act* referencing compliance issues includes the following requirements:

- (a) a person is to comply with a community safety order;
- (b) a posted copy of a community safety order shall not be removed or defaced;
- (c) a property that is closed under a community safety order shall not be entered;
- (d) the owner or occupants of the community safety order shall be notified in the case of a transfer of interest in the property or where the right of occupancy has been transferred to another person.

Administration and Enforcement

The "*Community Safety Act*" administratively provides powers for the director to post documents on the property and specifics as to secure the property; hire persons to secure the property; and describes appropriate methods of securing and monitoring properties without setting limitations to any or all of the following

- (a) attaching locks, boarding or other security devices;
- (b) erecting fences;
- (c) changing or terminating utility services; and
- (d) making interior or exterior alterations to the property so that it is not a hazard while it is closed.

The legislation also holds harmless the director for costs as a result of taking any actions to secure the premises and or reversing any of the actions taken.

Closure Costs and Review

The "*Community Safety Act*" provides that if a property is closed under a community safety order, the director may issue to a property owner a certificate that sets out the amount of costs incurred by the director for closing, securing, monitoring, and keeping the property closed. The owner on receiving a certificate must pay the Minister of Finance the amount of costs payable under the certificate within 30 days.

Should the owner named in the certificate not file a review with the court registrar within 14 days of receiving the certificate then the certificate is enforceable in the same manner as if it were a judgment of the court in favour of the government for the recovery of a debt in the amount specified in the certificate.

Notation against Title Property

If the property is subject to a community safety order, the director may file in the land title office a written notice containing a description of the land and a statement that a community safety order that affects the land has been issued under this Act.

Offences and Penalties and Limitation period

Offences under the act include:

- (a) failing to maintain confidentiality of a complainant
- (b) failing to comply with a community safety order
- (c) providing false or misleading information when required under this Act
- (d) refusing to or failing to provide information as required

- (e) obstructing, hindering or otherwise interfering with the posting of documents

Penalties under the act include:

- (a) for a first conviction a \$10,000 fine, imprisonment for not more than 6 months, or both, and
- (b) on a subsequent conviction for contravention a fine of not more than \$25,000, imprisonment for not more than one year, or both.
- (c) in the case of a corporation, the same fines as above but not including any time for imprisonment.

Limitation periods for a prosecution under this act are:

- (a) 2 years after the date on which the act or omission occurred, or
- (b) 2 years after the date on which the director learned of the act or omission and referenced the date in a certificate.

The remainder of the Act details the administrative actions such as the appropriate method of collection, distribution, etc... of personal information. It also provides liability protection for the director, investigators, and employee(s) under direction of the director. In addition, it allows for the Lieutenant Governor in Council to make regulations referred to in section 41 of the Interpretation Act.



City of Richmond

Report to Committee

To: Community Safety Committee
From: Phyllis L. Carlyle
General Manager, Law & Community Safety
Date: March 26, 2013
File:
Re: White Paper- Justice Reform and the BC Policing and Community Safety Plan

Staff Recommendation

That the report titled "White Paper: Justice Reform and the BC Policing and Community Safety Plan" from the General Manager of Law and Community Safety, dated March 26, 2013, be received for information.

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

| REPORT CONCURRENCE | |
|-----------------------|---------------|
| REVIEWED BY DIRECTORS | INITIALS: |
| REVIEWED BY CAO | INITIALS: |

Staff Report

Origin

This report provides a high level overview of the Province's *White Paper on Justice Reform Part One: A Modern, Transparent Justice System* (White Paper Part 1), and the recently released *White Paper on Justice Reform, Part Two: A Timely Balanced Justice System* (White Paper Part 2) and the *BC Policing and Community Safety Plan* (the Plan). The Province has provided the opportunity for input into the BC Policing Plan.

This report addresses 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*, as well as Priority 1.6: *Completion of a thorough analysis of the various policing models available, to ensure that the best model is in place to meet City needs and priorities*.

Analysis

White Paper Part 1

In October 2012, the Province released White Paper Part 1.

In the words of the Honourable Shirley Bond, Minister of Justice and Attorney General:

*"Part One lays the foundation for achieving successful reform and is focused on creating a new model of transparent governance and reducing delays through the use of evidence-based approaches."*¹

She explains that the goal is to *"transform our justice system into one that is truly transparent, timely and balanced"*.² These three principles guide the 10 action items outlined in White Paper Part 1 (Attachment 1).

White Paper Part 2

As the Honourable Shirley Bond, Minister of Justice, states:

"Part Two presents innovated solutions that allow us to begin work immediately on meaningful changes to the system within the resources we currently have available to us. It also presents intended reforms that we know are needed in our system if we are to achieve our visionary goals. We are committed to implement all of the reforms we have put forward in this plan, but some will take longer than others and will be fully implemented as additional funding becomes available."

White Paper Part 2 identifies 5 key themes that form the basis of reform in all areas of the justice system, and within these themes presents seven action items to achieve these goals. An executive summary is set out in Attachment 2.

¹ page 2 White Paper Part 1

² *ibid*

The five key themes are:

1. *focus on early assistance to citizens*
2. *deliver citizen-focused services*
3. *focus on smart choices at the start to ensure the most direct route is taken to reach solutions at the outset*
4. *value integrated and collaborative approaches to the way it serves citizens*
5. *justice programs are continued and new reform projects undertaken by using evidence-based practices*

The seven action items are:

1. advance family justice reform
2. transform dispute resolution
3. improve early criminal processes
4. undertake public safety reform
5. protect marginalized women
6. respond to domestic violence
7. require the use of evidence-based approaches

BC Policing and Community Safety Plan

The draft Plan was released in February 2013 to provide a long term strategic plan for policing in BC, is organized around 5 themes, and identifies 16 action items. The Plan was stated to be informed by the recommendations made by Commissioner Oppal in his report *Forsaken: The Report of the Missing Women Commission of Inquiry*.

Theme 1: Rational and Equitable

The plan concludes that many stakeholders who participated in the engagement process to obtain feedback for the development of the Plan felt the current model of funding and delivery of policing services was unfair or inequitable. There was also no consensus among the stakeholders on regionalization and many expressed concern over the growing costs of policing.

ACTION ITEMS: *the Ministry of Justice will work in collaboration and consultation with local governments, other key stakeholders and a committee of external experts to:*

- a) *Define and clarify policing responsibilities at the federal, provincial, and municipal government levels;*
- b) *Consider models of service delivery ranging from further integration to the regional delivery of services, while retaining local community-focused policing; and*

- c) *Develop options for funding/financing models that reflect each level of government's policing responsibility and distributes costs accordingly.*

ACTION ITEMS: *The Ministry of Justice will develop a public safety model including existing and new categories of law enforcement personnel to provide cost-effective services in support of policing.*

ACTION ITEMS: *In consultation with First Nations, police, the Ministry of Aboriginal Relations and Reconciliation, local governments and the federal government, the Ministry of Justice will reform the service delivery framework of the First Nations Policing Program in British Columbia.*

Theme 2: Accountable

During the consultation, communities expressed a greater desire to be involved in defining their policing priorities and providing meaningful input into how police services are delivered.

ACTION ITEMS: *The Ministry of Justice will:*

- a) *Ensure that British Columbia communities have meaningful opportunities for significant input into local policing.*
- b) *Review the current police board structure, function and training, and make enhancements and improvements where necessary.*
- c) *Conduct a study to examine the practices and policies of police agencies related to ensuring bias-free policing and where required, conduct audits.*
- d) *Continue to develop provincial policing standards (priority development to standards consistent with those recommended in the MWCI REPORT related to: the investigation of missing persons; complex investigations involving serious crimes (including electronic Major Case Management solutions); and cooperation and coordination amongst police agencies).*

Theme 3: Collaborative

Participants in the development of the Plan felt greater collaboration and coordination was required between the justice system and related social and health systems.

ACTION ITEMS: *The Ministry of Justice will*

- a) *Work with stakeholders to develop strategies to: support crime prevention efforts; support province-led crime reduction initiatives; and support further development of civil/administrative law community safety strategies*
- b) *Review anti-gang initiatives within the province and elsewhere, increase coordination, and enhance at-risk youth programs.*
- c) *Strike a cross-government Working Group to review models of multi-agency collaboration that may be feasible in British Columbia. The ministry will also review existing legislation and policies to identify potential barriers to information sharing among agencies.*

Theme 4: Protection of Vulnerable Persons

Participants in the engagement process wanted police to put greater effort into establish relationship/outreach to groups representing marginalized or at risk community members.

ACTION ITEMS: The Ministry of Justice will

- a) Ensure the delivery of cultural awareness and sensitivity training for all police officers in BC, consistent with the recommendations in the MWCI REPORT*
- b) Work with stakeholders to promote best practices and expand successful policing strategies such as integrated police/health initiatives across the province and conduct a study to examine contact between police officers and persons with a mental illness and or addictions to develop resource –efficient and effective strategies for these interactions.*
- c) Evaluate possible missing persons legislation and a statutory provision on the legal duty to warn, consistent with the recommendations in the MWCI REPORT.*

Theme 5: Effective

In the MWCI Report, Commissioner Oppal indicated that it was important to ensure real time information is accessible to law enforcement agencies to allow them to better respond to investigations. Commissioner Oppal recommended that the provincial government move expeditiously to implement a regional Real Time Intelligence Crime Centre as well as a standardized Major Case Management system for police across the province.

The BC Policing Plan identifies a need to establish consistent standardized performance measures for policing. *"No single data currently exists which can be used to measure key aspects of police performance across the province."*³

The Plan concludes that legislative reform may also be necessary to support community based policing, as well as appropriate governance structures to all for more effective and flexible governance models.

ACTION ITEMS: The Ministry of Justice will

- a) Support the implementation of a regional Real Time Intelligence Centre (RTIC) scalable to the province as a whole.*
- b) Work with key stakeholders and academics to develop a performance management framework for policing and enhance the quality and availability of police data.*

³ Policing Plan page 5.

- c) *Conduct a comprehensive review of the Police Act to assess its relevance in today's complex policing environment.*

As policing is only one integral part of the justice system, together the White Paper (Parts 1 and 2) and the Plan are intended to assist in modernizing the overall justice system.

The Plan recognizes the increasing complexity, resourcing and governance challenges facing policing in BC. There are a number of action items within the Plan that will impact the City, but the Plan is at a high level such that financial impacts and operational opportunities are challenging to define at this time.

For example, the Plan does not contain a detailed resourcing analysis for the action items but rather states high level objectives with aggressive timeframes. The Province has already completed one of the stated objectives for 2013 by introducing the Community Safety Act.

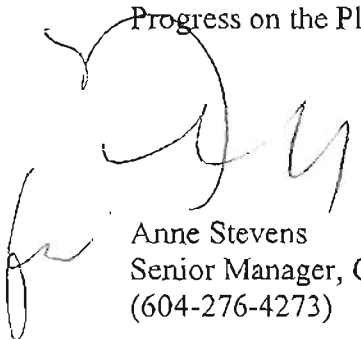
The Plan sets out target completion dates for each of the action items with all but 8 items completed by the end of 2015. At present, due to the pending provincial election and the opportunity for additional public input, the future of the Plan and its implementation may require re-examination.

Financial Impact

There is no identified financial impact at this time.

Conclusion

The Plan is currently in a draft form, and the Province continues to seek input from stakeholders. Consequently, as the consultative process is open, the final form of the Plan is not finalized. Progress on the Plan will continue to be monitored.



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AS2:as2

Synopsis of Action Items from White Paper Part 1

1. **Justice and Public Safety Council:** creation of a Justice and Public Safety Council within the Ministry of Justice that will be responsible for setting the strategic direction and vision for the justice system, and for leading the change that is necessary to achieve that vision.
2. **An Annual Justice and Public Safety Plan:** The Council will be responsible for developing an annual Justice and Public Safety Plan including an annual performance report on delivery of the Plan. In the Plan, the Council will set goals for the justice system overseeing measurement and public reporting on the performance of the system. The Plan will also link justice system reform initiatives to strategy, including adherence to appropriate standards of project management, evaluation and cost containment.
3. **A regular Justice Summit:** Government will promote meaningful engagement between key justice system participants by holding a regular Justice Summit meeting.
4. **Greater Transparency and Better Administrative Tools:** The Government will propose legislative changes to create greater transparency, managerial authority, and overall accountability within the justice system.
5. **Transformation of Justice Information Systems.** There needs to be a transformation of information management and accompanying technology supports serving civil, family, administrative and criminal processes.
6. **A Justice Business Intelligence System.** “Business intelligence” is that analysis of system data to aid in management, operations and strategy. The report comments that the business intelligence of the justice system is still at an early stage and cannot yet be relied upon to inform strategic decision-making or to deliver empirical support for management choices. It adds that it is time to bring other stakeholders and justice participants outside government, such as municipalities, into discussion of how best to build this management tool and share in its benefits.⁴
7. **Improved Ability to Track and Control System Costs.** This is aimed at achieving greater knowledge of and control over justice system costs. This will in turn lead to improved resource planning, effective communication with funding bodies, understanding the resource impacts of system reforms, and for understanding the financial implications of systems trans.
8. **Public, Evidence-based Performance Management.** In order to develop a cohesive, responsive framework for justice system performance management, four conditions must be met:
 - a) identify a limited number of specific performance measures with established targets which should make sense to the citizens on whose behalf the justice system exists.
 - b) they should represent in clear terms what it is that the system is intended to deliver. these targets must be measurable.

⁴ p. 14 *ibid*

- c) outcomes must be monitored and reported to all levels of government, and to the public, in a clear manner
 - d) performance results must be used by justice leaders in making current and future strategic decisions and resource deployments.
- 9. **Collaborating on Efficient Case Management.** Immediate action to reduce the case backlog. Supporting a modern system of court scheduling. Developing consistent Crown file ownership.
- 10. **Greater Efficiency in Routine Practices.** Employee-led grassroots re-engineering of work practices (rather than top-down management approaches) through lean process improvement methodology has significant potential.

Executive Summary

Our justice system must be modernized and reformed in a way that meets the needs of British Columbians. In October 2012, government released *White Paper, Part One: A Modern, Transparent Justice System*, which presented an overall vision for justice reform and outlined a plan to create a transparent justice system that is capable of delivering timely, well-balanced services. *White Paper, Part Two: A Timely and Balanced Justice System* expands this reform plan to present a number of short-term and long-term steps that will provide innovative, front-line operations and services to the public in all areas of the law. These steps will put our reform goals into action and make our vision for a timely and balanced system into a reality. *Part Two* contains a combination of concrete action items that will begin immediately as well as visionary ideas for change that will be implemented over the long-term as funding becomes available.

Part Two identifies five key themes that form the basis of reform in all areas of the justice system, and within these themes, it presents seven action items to achieve our goals. Our system must focus on *early assistance to citizens* to ensure people receive the information, advice, and guidance they need to make early, informed decisions about their circumstances. In family law, government plans to implement a new Justice Access Centre in Victoria in 2013 and, in the future, expand services to rural and remote communities using technology. These centres involve collaboration with other justice agencies and provide services such as early assessment, information, legal advice, and referrals.

The justice system must deliver *citizen-focused services*. For example, in civil and administrative law, government will shift disputes from the court system and deliver services in ways that meet the needs of the people that use the system. Government is currently working to establish the Civil Resolution Tribunal, which will provide an alternative to court for people seeking to resolve small claims and most strata property disputes. The tribunal will encourage people to use a broad range of dispute resolution

tools, including email, phone, and video, to resolve disputes as early and efficiently as possible.

Our system must focus on *smart choices at the start* to ensure the most direct route is taken to reach solutions at the outset. It is well-known that the best way to reduce re-offending is to assess the risk to re-offend and match interventions accordingly. Government will act to share evidence-based information about risk assessment practices with police, Crown counsel, defence counsel, the judiciary, and other key justice system participants. This initiative will focus on making sure that offenders receive the right intervention at the right time with the goal of reducing behaviour which leads them to re-offend.

The justice system must value *integrated and collaborative approaches* to the way it serves citizens. One of the conclusions of the Missing Women Commission of Inquiry Report is that fragmentation of policing and ineffective coordination between police forces and agencies contributed to the failure of missing women investigations. Government will engage in a process with stakeholders to consider models for delivery of police services, ranging from further integration to the regional delivery of services, while retaining local community-focused policing.

As justice programs are continued and new reform projects undertaken, they must be implemented *based on what works* by using evidence-based practices. Government will establish and implement sustainable evaluation standards that are applicable to all justice reform projects, undertake data analysis to better understand system trends, and apply new approaches if research demonstrates the success of these programs and processes.

Moving forward, government will work to implement the commitments made in *White Paper, Part One* and *Part Two* and will engage with justice system participants to ensure ongoing coordination and collaboration on reform initiatives. Government will also continue efforts to keep the public informed about the progress we make on our goals for a more transparent, timely, and balanced justice system.