



**Community Safety Committee
Electronic Meeting**

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

**Tuesday, May 10, 2022
4:00 p.m.**

Pg. # ITEM

MINUTES

- CS-6** *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on April 12, 2022.*



NEXT COMMITTEE MEETING DATE

June 14, 2022, (tentative date) at 4:00 p.m. in Council Chambers.

COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS ANIMAL PROTECTION SERVICES
MONTHLY ACTIVITY REPORT – MARCH 2022**
(File Ref. No. 12-8060-01) (REDMS No. 6867465)

CS-10

See Page CS-10 for full report

Designated Speaker: Susan Lloyd

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Animal Protection Services Monthly Activity Report – March 2022”, dated April 12, 2022, from the General Manager, Community Safety, be received for information.

☐

2. **PROPERTY USE AND PARKING ENFORCEMENT MONTHLY ACTIVITY REPORT - MARCH 2022**

(File Ref. No. 12-8060-00) (REDMS No. 6870654)

CS-15

See Page CS-15 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – March 2022”, dated April 13, 2022, from the Director, Community Bylaws & Licencing, be received for information.

☐

3. **BUSINESS LICENCE ACTIVITY REPORT – FIRST QUARTER 2022**

(File Ref. No. 12-8060-00) (REDMS No. 6870658)

CS-22

See Page CS-22 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

That the staff report titled “Business Licence Activity Report – First Quarter 2022”, dated April 19, 2022, from the Director, Community Bylaws & Licencing, be received for information.

☐

4. **TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE CONTRACT RENEWAL 2023-2025 AND ANNUAL PERFORMANCE OUTCOME EVALUATION REPORT**

(File Ref. No. 03-1000-05-069) (REDMS No. 6867340)

CS-26

See Page CS-26 for full report

Designated Speaker: Douglas Liu

STAFF RECOMMENDATION

- (1) *That Council approve the contract renewal with Touchstone Family Association for the provision of Restorative Justice for three-years (2023-2025) as outlined in the staff report titled “Touchstone Family Association Restorative Justice Contract Renewal 2023-2025 and Annual Performance Outcome Evaluation Report”, dated April 4, 2022, from the General Manager, Community Safety; and*
- (2) *That the Chief Administrative Officer and the General Manager, Community Safety be authorized to execute the renewal of the contract with Touchstone Family Association under the terms and conditions described in this report.*



5. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2022**

(File Ref. No. 09-5375-01) (REDMS No. 6872037)

CS-52

See Page CS-52 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2022”, dated April 11, 2022, from the Fire Chief, be received for information.



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Jim Wishlove

Items for discussion:

None

7. **RCMP MONTHLY ACTIVITY REPORT - MARCH 2022**
(File Ref. No. 09-5000-01) (REDMS No. 6859060)

CS-63

See Page CS-63 for full report

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the staff report titled "RCMP Monthly Activity Report - March 2022", dated April 11, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information.



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

Designated Speaker: Chief Supt. Dave Chauhan

Items for discussion:

None.

COUNCILLOR CAROL DAY

9. **CAR HAILING FINES FOR PASSENGERS**
(File Ref. No.)

CS-84

See Page CS-84 for background information

Designated Speaker: Cllr. Carol Day

RECOMMENDATION

- (1) *That a letter be written to the Province requesting an examination of penalties for passengers using illegal ride-hailing services; and*
- (2) *That staff be directed to raise the possibility of penalties for passengers using illegal ride-hailing service to the Inter-Municipal Business Licence advisory working group.*



Pg. #

ITEM

10. **MANAGER’S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, April 12, 2022

Place: Council Chambers
Richmond City Hall

Present: Councillor Linda McPhail, Chair
Councillor Carol Day, Vice-Chair
Councillor Andy Hobbs
Councillor Alexa Loo (by teleconference)
Councillor Bill McNulty
Councillor Harold Steves (by teleconference)

Also Present: Councillor Chuck Au
Councillor Michael Wolfe (by teleconference)

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

MINUTES

It was moved and seconded
That the minutes of the meeting of the Community Safety Committee held on March 15, 2022, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

May 10, 2022, (tentative date) at 4:00 p.m. in the Council Chambers

Community Safety Committee
Tuesday, April 12, 2022

COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS ANIMAL PROTECTION SERVICES
MONTHLY ACTIVITY REPORT –FEBRUARY 2022**

(File Ref. No. 12-8060-01) (REDMS No. 6851608)

In reply to a query from the Committee, staff advised that the new email address for animal services was established in order to separate animal services and bylaw requests. The BC SPCA and the Animal Protection Service department will be responsible for responding to emails.

It was moved and seconded

That the staff report titled “Community Bylaws Animal Protection Services Monthly Activity Report – February 2022”, dated March 14, 2022, from the General Manager, Community Safety, be received for information.

CARRIED

2. **PROPERTY USE AND PARKING ENFORCEMENT MONTHLY
ACTIVITY REPORT – FEBRUARY 2022**

(File Ref. No. 12-8060-00) (REDMS No. 6851616)

It was moved and seconded

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report - February 2022”, dated March 14, 2022, from the General Manager, Community Safety, be received for information.

CARRIED

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT –
FEBRUARY 2022**

(File Ref. No. 09-5375-03) (REDMS No. 6849911)

In reply to a query from the Committee, staff advised that Public Education staff will develop a plan to raise public awareness regarding the need to clean dryer vents.

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – February 2022”, dated March 14, 2022, from the Acting Fire Chief, be received for information.

CARRIED

Community Safety Committee
Tuesday, April 12, 2022

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

(i) ***Emergency Preparedness Week***

Chief Wilkinson noted that Emergency Preparedness Week will be held May 1-8, 2022. Several events will be held and 23 different agencies will be involved in the programming.

(ii) ***Retirement of Fire Chief***

The Fire Chief thanked the Committee for their support over the years. The Chair reviewed the Fire Chief's career milestones, thanked him for his service, and wished him all the best in his retirement.

The new Chief Superintendent Dave Chauhan was introduced to the Committee.

5. **2022-2023 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN -COMMUNITY PRIORITIES**

(File Ref. No. 09-5000-01) (REDMS No. 6850963)

In reply to a query from the Committee, staff advised that, due to the lifting of COVID-19 restrictions, CS34 training for police officers and volunteers has resumed.

It was moved and seconded

That the priorities, Property Crime, Organized Crime, Road Safety and Vulnerable Persons, listed in the staff report titled "2022-2023 Richmond RCMP Detachment Annual Performance Plan - Community Priorities", dated March 9, 2022 from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond RCMP Detachment's fiscal year 2022-2023 (April 1, 2022 to March 31, 2023) Annual Performance Plan.

CARRIED

6. **RCMP MONTHLY ACTIVITY REPORT - FEBRUARY 2022**

(File Ref. No. 09-5000-01) (REDMS No. 6846045)

In reply to a query from the Committee, staff advised of the detachment's plan to hold an annual academy solely for Richmond youth, rather than joining the Cultus Academy.

It was moved and seconded

That the staff report titled "RCMP Monthly Activity Report- February 2022", dated March 8, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

Community Safety Committee
Tuesday, April 12, 2022

7. **RCMP/OIC BRIEFING**

(Verbal Report)

There were no items for discussion

8. **MANAGER'S REPORT**

(i) Non-Medical Cannabis Consumption Sites

It was noted that Council has been informed of the consultation being undertaken on non-medicinal cannabis consumption sites. Councillors have been encouraged to provide timely input.

(ii) Referral for River Road

In reply to a query from the Committee, staff advised that ownership, usage and illegal activities occurring on specific sites are being investigated in response to the referral. The report will provide details in aggregate.

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

It was moved and seconded

That the staff be directed to investigate 17271 River Road and 17391 River Road, with reference to jurisdiction, ownership, occupancy and compliance with relevant bylaws and other activities.

CARRIED

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:21 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, April 12, 2022.

Councillor Linda McPhail
Chair

Haely Lindau
Recording Secretary



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 12, 2022
From: Cecilia Achiam **File:** 12-8060-01/2022-Vol
General Manager, Community Safety 01
Re: **Community Bylaws Animal Protection Services Monthly Activity Report -
March 2022**

Staff Recommendation

That the staff report titled "Community Bylaws Animal Protection Services Monthly Activity Report – March 2022", dated April 12, 2022, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<input checked="" type="checkbox"/>
Roads and Construction	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Animal Protection Services department provides information and statistics for enforcing bylaws related to Animal Protection Services as well as education and public awareness initiatives.

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

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

1.1 Enhance safety services and strategies to meet community needs.

This report supports Council's Strategic Plan 2018-2022 Strategy #8 An Engaged and Informed Community:

Ensure that the citizenry of Richmond is well-informed and engaged about City business and decision-making.

8.2 Ensure citizens are well-informed with timely, accurate and easily accessible communication using a variety of methods and tools.

Analysis

The City's animal shelter is nearing completion and is expected to reopen to the public in May 2022. Council will be apprised in advance of the date for the re-opening ceremonies. Prior to reopening, the animals that are currently being housed at the BC SPCA Vancouver animal shelter will be transferred to Richmond's animal shelter. During the month of March, Animal Protection Services staff relocated to City offices located at the Richmond animal shelter so they may continue to work collaboratively with BC SPCA staff in delivering "one stop-excellence" in both customer service and community engagement.

During the month of March, the Richmond School District's student artwork, referenced in the Community Bylaws Animal Services Monthly Activity Report for January 2022, was affixed to the interior walls at the City's animal shelter by City carpentry staff. The display of student artwork will continue as a community engagement program between the Richmond School District art students and the Animal Protection Services department. Student artwork will be submitted annually to the Animal Protection Services department to subsequently be displayed for one year on the interior walls of the City's animal shelter, by utilizing the existing frames. The previous year's artwork will be returned to the School District for redistribution back to the artist.

During the month of March, dog owner responsibility and educational awareness articles were posted on the City's social media platforms. The postings were to act as a reminder to dog owners the importance of picking up and disposing of your dog's waste in a responsible manner.

In March, the total number of dogs licenced was 671 dogs, which represents 113 new dog licence applications and 558 dog licence renewal applications. The total number of dogs licenced year to date is 6,602. The collection of dog licence renewal fees, which are in arrears as of the February 28, 2022 deadline, will commence in April 2022. The follow-up of the outstanding licence renewal fees will be conducted by Animal Protection Services staff together with BC SPCA Officers.

For the month of March, BC SPCA Officers received 153 calls for service related to various animal control and dog licencing infractions while proactively patrolling a combined total of 48 parks, dikes and/or schools.

Figure 1 below, reflects the monthly and year-to-date animal control and dog licencing enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 2. For the month of March, BC SPCA Officers issued 34 bylaw violation notices, which can be attributed to BC SPCA Officers foot patrols of non-permitted off-leash parks, City dikes and school grounds. These proactive patrols have resulted in ticketing for non-compliance of both the Dog Licencing Bylaw No. 7138 and the Animal Control Regulation Bylaw No. 7932 together with educational compliance.

Figure 1: Animal Protection Services Violation Issuance Comparison

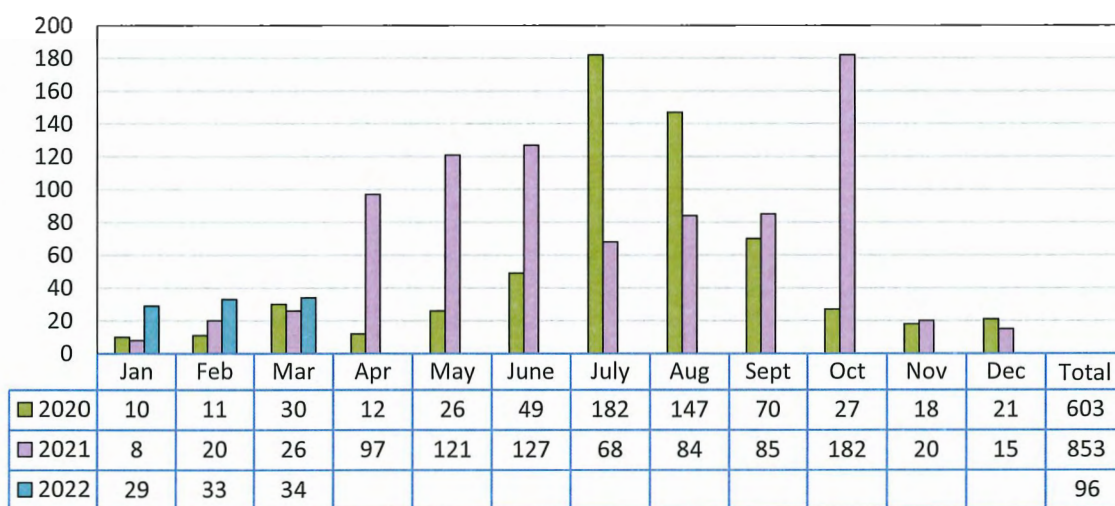
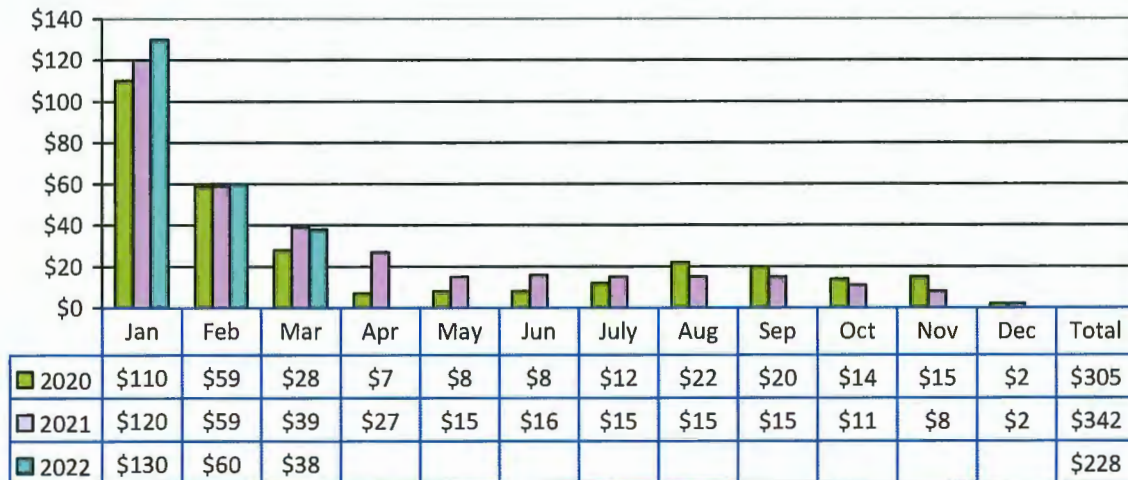


Figure 2: Animal Protection Services Revenue Comparison (000's)



Animal Protection Services Bylaw Adjudication

The next adjudication hearing is scheduled for May 26, 2022.

Revenue and Expenses

The Animal Protection Services department derives its revenue from dog licences and animal fines. Table 1 outlines their individual revenue, while Table 2 highlights Animal Protection Services revenue and expenses within the Community Bylaws section.

Table 1: Animal Protection Services Revenue by Source

Program Revenue	Budget Mar 2022	Actual Mar 2022	YTD Budget Mar 2022	YTD Actual Mar 2022
Dog Licences	29,217	36,571	183,922	223,940
Animal Protection Services Fines	1,027	1,850	4,410	4,550
Total Revenue	30,244	38,421	188,332	228,490

Table 2: Animal Protection Services Revenue and Expenses

Animal Protection Services	YTD Budget Mar 2022	YTD Actual Mar 2022
Revenue	188,332	228,490
Expenses	311,551	317,188
Net Revenue (Expense)	(123,219)	(88,698)

April 12, 2022

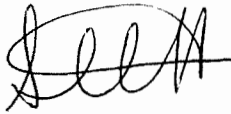
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Financial Impact

None.

Conclusion

The Animal Protection Services department administers a wide range of bylaws related to animal protection services, which includes public parks and school grounds, noise, dog licencing and animal control. This report provides a summary of monthly enforcement and educational activity, including revenue and expenses.

A handwritten signature in black ink, appearing to read 'Susan Lloyd', with a stylized flourish at the end.

Susan Lloyd
Manager, Animal Protection Services and Contract Administration
(604-247-4467)



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 13, 2022
From: Mark Corrado **File:** 12-8060-00/Vol 02
Director, Community Bylaws & Licencing
Re: **Property Use and Parking Enforcement Monthly Activity Report - March 2022**

Staff Recommendation

That the staff report titled "Property Use and Parking Enforcement Monthly Activity Report - March 2022", dated April 13, 2022, from the Director, Community Bylaws & Licencing, be received for information.

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

REPORT CONCURRENCE		
ROUTED TO: Finance Department Engineering	CONCURRENCE <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

This monthly report for the Property Use and Parking Enforcement sections of Community Bylaws provides information and statistics for enforcing bylaws related to land use, noise, health, soil, short-term rentals, parking permits and parking enforcement.

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

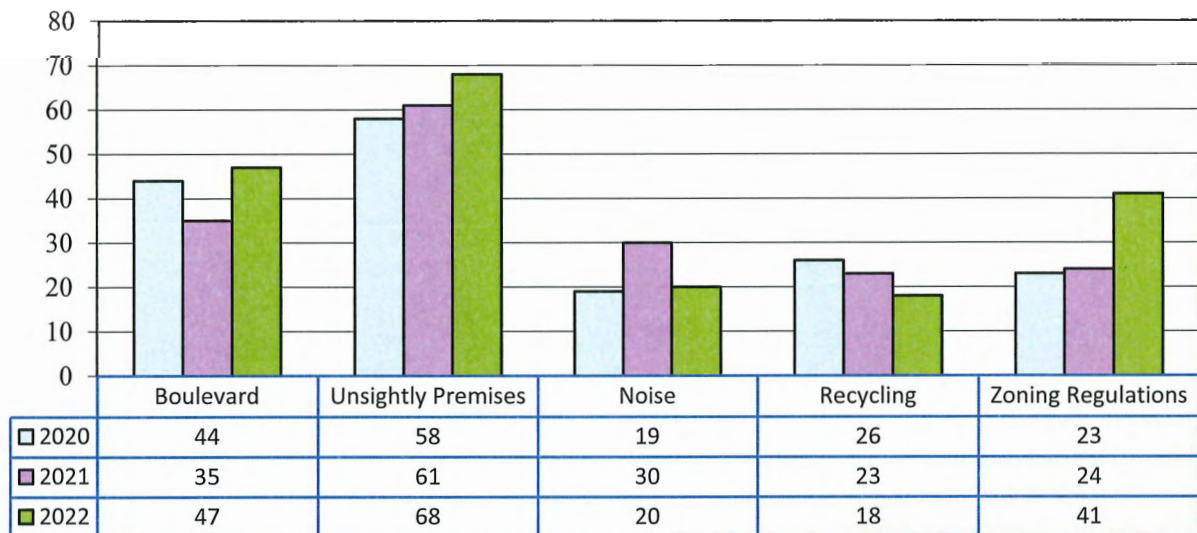
1.1 Enhance safety services and strategies to meet community needs.

Analysis

Property Use Calls for Service

Property Use enforcement matters are divided into the following groups: Community Bylaws, Engineering and Business Licencing. Figure 1 shows the calls for service for Property Use.

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

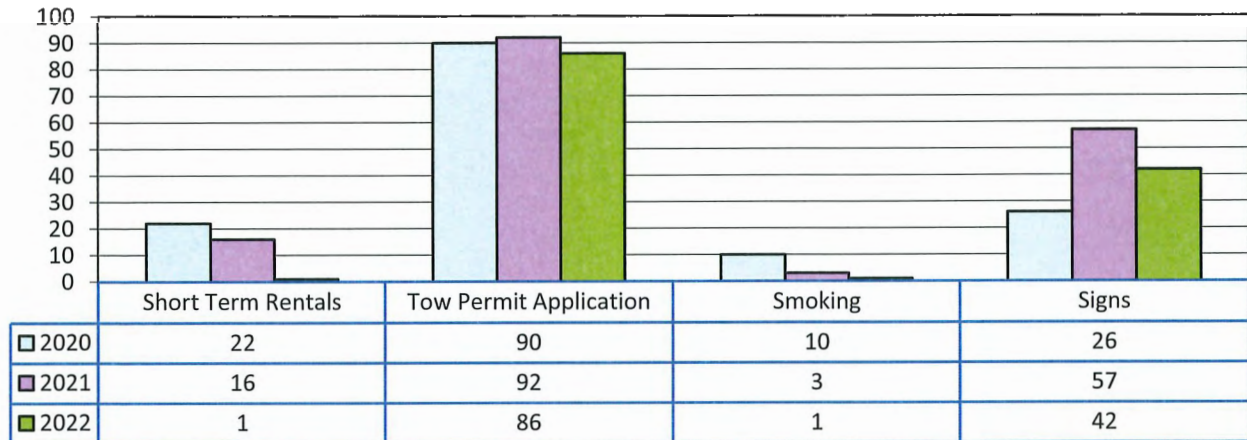


Property Use officers both investigate property related matters based on public complaints and conduct proactive enforcement. Calls for Service relating to potential Zoning Regulation violations increased year to date due to calls related to non-permitted use and business activities.

Other Community Bylaws Calls for Service

Figure 2 shows other Calls for Service, which are closely related to Property Use matters.

Figure 2: Other Calls For Service - March Year-To-Date Comparison



The above trend in reduced Calls for Service for Short Term Rental violations is directly related to the impact of the COVID-19 pandemic.

Grease

The Grease Officer remains focused on education and communication. During the month of March, the Grease Officer conducted 97 grease-trap inspections. A year-to-date total of 376 inspections have been conducted.

Soil Report

The Soil Bylaw Officer (Officer) is responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; the need to monitor permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. The Officer conducted 59 site inspections in the month of March.

The following properties submitted a Soil deposit application:

- 2200 No. 6 Road
- 8888 No. 6 Road

The following properties are now compliant:

- 14260 Westminster Highway
- 10951 Granville Avenue
- 11100 Blundell Road
- 16160 River Road
- 11400 No. 2 Road
- 12060 No. 5 Road

The following properties were found to be non-compliant and a Removal Order was issued:

- 13340 Blundell Road
- 11100 Blundell Road
- 11400 No. 2 Road
- 9111 No. 6 Road
- 10211 Sidaway Road
- 13451 Steveston Highway

The Officer is monitoring 13 approved sites and is currently addressing 28 properties that are considered non-compliant.

Bylaw Prosecutions

There were no trials this month or cases that were settled with a consent agreement. No new bylaws charges were sworn in March.

Parking Enforcement

For the month of March 2022, Parking Officers proactively patrolled for stopping and parking infractions while continuing to monitor assigned files. Parking Officers received 221 Calls for Service for parking related matters. Management of files by Parking Officers are priority-based, with all safety and obstruction requests receiving top priority. Parking revenue and ticket issuance comparison are listed in Figures 3 and 4 below.

Figure 3: Parking Revenue Comparison (000's)

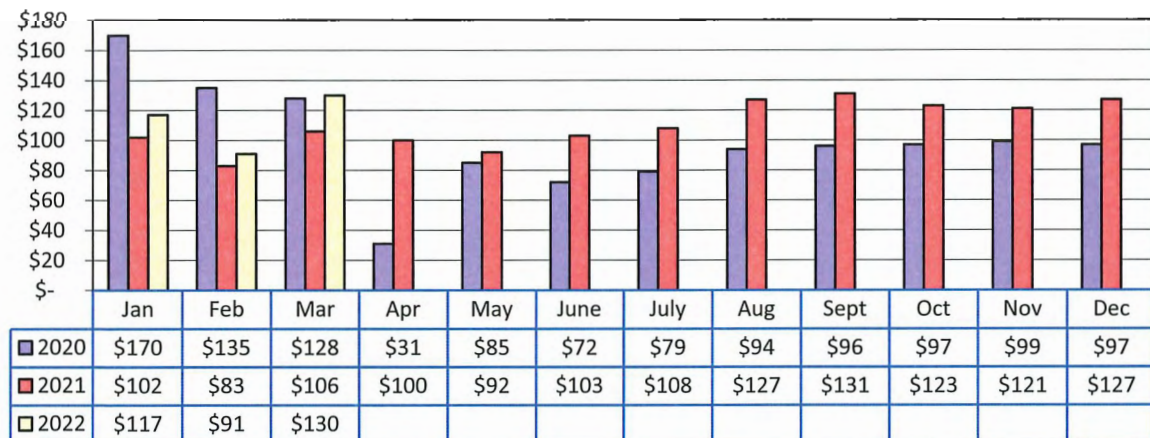
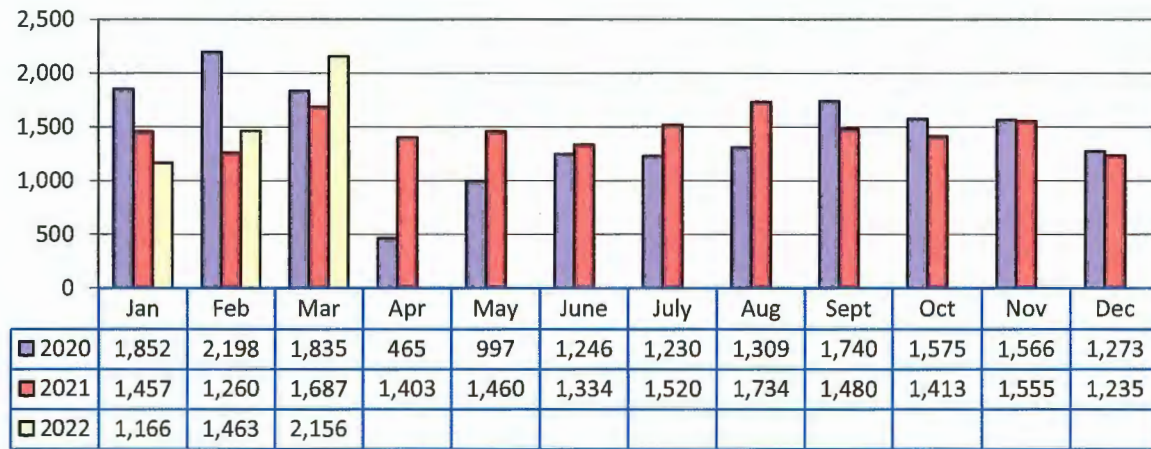


Figure 4: Parking Violations Issuance Comparison



Ticketing

The following table reflects Property Use and related Bylaws ticket issuance by Offence type for the month of March and year to date.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	0	0
Soil Deposit and Removal Offences	0	2
Watercourse Protection Offences	0	0
Unsightly Premises Offences	1	3
Noise Offences	0	0
Grease Trap Offences	0	0
Solid Waste and Recycling Offences	0	0
Sign Offences	2	6
Watering Offences	0	0
Totals	3	11

Bylaw Adjudication

The next adjudication session is scheduled for May 26, 2022. There are approximately 10 disputed tickets requesting adjudication.

Revenue and Expenses

Revenue in Property Use is primarily derived from permits, tickets and court fines related to bylaw prosecutions. The actual amount collected each month can vary depending on the timing of court rulings and ticket payments. These results are shown in Table 2.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Mar 2022	Actual Mar 2022	YTD Budget Mar 2022	YTD Actual Mar 2022
False Alarm	4,633	0	13,900	991
Towing Permits	1,140	2,217	5,878	6,152
Newspaper Box Permits	1,721	1,098	11,028	6,753
Bylaw Soil Permit, Fines and Fees	16,287	19,055	81,792	27,430
Total Revenue	23,781	22,370	112,598	41,326

The gap between budgeted and actual revenue from “Bylaw Soil Permit, Fines and Fees” has decreased due to the revenue generated from collecting volume fees relating to the new Soil Deposit and Removal Bylaw No. 10200.

Parking Enforcement generates much of its revenue from meters, permits and fines. The remainder of revenue generated is from filming and receivable income. Table 3 outlines individual revenue types. Table 4 outlines the net revenue and expenses for both Property Use and Parking.

Table 3: Parking Revenue by Source

Program Revenue	Budget Mar 2022	Actual Mar 2022	YTD Budget Mar 2022	YTD Actual Mar 2022
Contract Revenue ¹	6,776	5,000	18,013	15,000
Filming Revenue	0	3,183	0	3,183
Parking Revenue ²	231,048	130,015	614,188	338,111
Receivable Income ³	11,294	0	30,022	0
Total Revenue	249,118	138,198	662,223	356,294

Table 4: Property Use and Parking Revenue and Expenses

		YTD Budget Mar 2022	YTD Actual Mar 2022
Property Use	Revenue	112,598	41,326
	Expenses	385,371	149,199
	Net Revenue (Expense)	(272,773)	(107,873)
Parking	Revenue	662,223	356,294
	Expenses	500,698	371,499
	Net Revenue (Expense)	161,525	(15,205)

¹ City Towing Contract with Rusty's towing

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

³ Receivable Income consists of Night Market Recoveries

Overall revenue in Property Use and Parking Enforcement is lower as a result of the COVID-19 pandemic and seasonality. Nonetheless, expenses have also decreased as a result of vacancies. It is anticipated that revenues will increase later in the year as a result of increased business activity due to reduced health restrictions and seasonality.

Financial Impact

None.

Conclusion

The Property Use and Parking Enforcement sections of Community Bylaws administer and enforce a wide range of bylaws related to land use, unsightly premises, short-term rentals, soil, noise, parking permit issuance and parking enforcement. This report provides a summary of this month's activity, including revenue and expenses.



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



City of Richmond

Report to Committee

To: Community Safety Committee
From: Mark Corrado
Director, Community Bylaws & Licencing
Date: April 19, 2022
File: 12-8060-00/Vol 02
Re: **Business Licence Activity Report – First Quarter 2022**

Staff Recommendation

That the staff report titled “Business Licence Activity Report – First Quarter 2022”, dated April 19, 2022, from the Director, Community Bylaws & Licencing, be received for information.

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

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Economic Development	<input checked="" type="checkbox"/>	
Finance Department	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

This report provides an update of business licence activity for the first quarter of 2022.

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

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

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

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

Analysis

Business Licence Revenue

The total revenue collected by the end of the first quarter in 2022 was \$1,809,955 which represents a slight increase in revenue from Q1 2021 (Table 1). The number of new business licences issued in Q1 of 2022 is down slightly from the last year. The growth in licence revenue can be seen as a positive indicator of overall economic health in Richmond as businesses adapt to operating in an environment with fewer public health restrictions.

Table 1: Quarterly Revenue from Business Licences

	2019 Q1	2020 Q1	2021 Q1	2022 Q1
New Businesses	458	417	352	335
Licence Revenue	\$ 1,915,497	\$ 1,520,096	\$ 1,785,852	\$ 1,809,955

Application Processing

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

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

The statistics shown in Table 2 are measured quarterly as the numbers fluctuate throughout the year due to a variety of factors, (new applications arrive daily, businesses close down and premises alterations are requested), and are not annual totals.

Table 2: Number and Status of Business Licences

	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Valid Licences	13,341	13,586	13,558	13,792	13,662
Expired Licences	1,318	962	967	812	1,034
Suspended/Pending Applications	457	468	583	486	741
Total Licences	15,116	15,016	15,108	15,090	15,437

First quarter valid licences increased from 2021 – 2022, which demonstrated improved business health in light of changing pandemic restrictions. Expired licences increased due to both businesses having closed and because they were operating without paying for the renewal of their licence. Staff continue to proactively verify the operational status of businesses and it is anticipated that this figure will decrease as these licences are reclassified.

Business Licence Enforcement

As the business environment adapts to operating under loosened public health orders, enforcement staff shifted to focusing on expired licence follow-up. The impact of evolving priorities is outlined in Table 3, which summarizes revenue from tickets issued for contraventions of the Business Licence Bylaw No. 7360. Fine revenue quarter-quarter is up, in part due to the efforts to address businesses operating without a licence. Businesses continuing to operate without a valid licence are given a warning and then issued a ticket if fees are unpaid.

Table 3: Quarterly Business Licence Enforcement Revenue

Q1	2020	2021	2022
Revenue from Tickets	\$ 3,800	\$ 3,600	\$ 6,675

Education and Enforcement Support for COVID-19 Health Orders

The overall number of calls to investigate, educate and enforce COVID-19 related Public Health Orders decreased in the first quarter of 2022. Staff answer and investigate approximately five to ten calls per week. As public health orders lifted, such as the indoor mask mandate and indoor capacity limits, many pandemic related calls were related to out-of-date or missing Worksafe Safety plans and more recently Vaccine Passport Compliance.

Illegal Ride-Hailing Enforcement

In the first quarter of 2022 at the request of the Passenger Transportation Branch (PTB), the City, along with the RCMP and Transit Police, conducted two joint-operations targeting illegal ride-hailing services. The outcome of these joint operations are highlighted below.

Table 4: 2022 Total Fines Issued

Agency	Total Fine
Passenger Transportation Branch	\$ 9,829
City of Richmond	\$ 2,250*
Total	\$ 12,079

*Pending adjudication determination

Table 5: 2022 Total Tickets Issued

Agency	Total Tickets
Passenger Transportation Branch	16
City of Richmond	5
Total	21

Staff will continue to work with the PTB on a joint-operational basis and will continue to advocate for the Province to release comprehensive ride-hailing enforcement statistics.

Financial Impact

None.

Conclusion

This report provides an update to the Community Safety Committee on first quarter results for 2022 in the Business Licences Department. In 2022, revenue rose slightly when contrasted with the first quarter of 2021. The increase in total licences is a positive indicator of overall economic health. As staff resources dedicated to enforcement of COVID-19 Public Health Orders shift back to regular inspection and enforcement duties, a primary focus will be processing applications and following up on expired licences.



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



City of Richmond

Report to Committee

To: Community Safety Committee
From: Cecilia Achiam
General Manager, Community Safety
Date: April 4, 2022
File: 03-1000-05-069/Vol
01
Re: **Touchstone Family Association Restorative Justice Contract Renewal
2023-2025 and Annual Performance Outcome Evaluation Report**

Staff Recommendation

1. That Council approve the contract renewal with Touchstone Family Association for the provision of Restorative Justice for three-years (2023-2025) as outlined in the staff report titled "Touchstone Family Association Restorative Justice Contract Renewal 2023-2025 and Annual Performance Outcome Evaluation Report", dated April 4, 2022, from the General Manager, Community Safety; and
2. That the Chief Administrative Officer and the General Manager, Community Safety be authorized to execute the renewal of the contract with Touchstone Family Association under the terms and conditions described in this report.

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

Att. 1

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance Department	<input checked="" type="checkbox"/>
Purchasing	<input checked="" type="checkbox"/>
Law	<input checked="" type="checkbox"/>
RCMP	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

The City first entered into a three-year agreement with Touchstone Family Association (Touchstone) in 2008 for the provision of restorative justice services in Richmond. Since then, the City has renewed the contract four times in 2011, 2014, 2017 and 2020. The current Touchstone contract will expire on December 31, 2022. Therefore, this report seeks Council approval on the renewal of the Touchstone contract for another three-year term.

As part of Touchstone's annual commitment, the following will be presented to Council:

- a) the restorative justice budget for the upcoming year;
- b) restorative justice revenues and expenditures from the previous year;
- c) performance indicators including the number of referrals, processes and completed resolution agreements;
- d) milestones and achievements; and
- e) participants' satisfaction surveys.

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

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

1.1 Enhance safety services and strategies to meet community needs.

1.4 Foster a safe, caring and resilient environment.

Analysis

Touchstone has operated in Richmond since 1983, providing a spectrum of children and family services to the community. The City and the Richmond RCMP has partnered with Touchstone to provide restorative justice (RJ) for offenders that are eligible for extrajudicial measures¹.

There are two extrajudicial measures programs in Richmond:

1. *Youth Intervention Program (YIP)*, which is a police-based diversion and counselling program offered by municipal staff, under the direction of the Richmond RCMP; and
2. *Restorative Justice Program (RJ Program)*, which emphasises accountability and problem solving as a way of addressing the harm that takes place when a crime or incident occurs.

The principle of the RJ Program is to divert low-risk offenders outside of the judicial system – as the court process could be viewed as retributive and guilt finding. In contrast, the RJ process

¹ The Criminal Code, under Section 717 "Alternative Measures" allows Crown Council to implement measures other than judicial proceedings for adults who have committed an offence. Similarly, the Youth Criminal Justice Act under Section 10 "Extrajudicial Sanctions" allows for both Crown and police officers to recommend extrajudicial measures that would divert the offender from the traditional justice system.

holds the offender accountable for their actions and allows the victim and offender to constructively come to a resolution agreement. To be eligible for the RJ Program, the offender must first accept guilt. When an offender is accepted into the RJ Program, police and Crown cannot impose further court sanctions or threat of a criminal charge against the offender. The RJ Program's objective is to have the offender acknowledge the harm done (rather than punishment) and to provide the offender opportunities to correct their behaviour, acknowledge the pain and suffering of those who they have harmed and take responsibility for their actions. The RJ process would include all those involved in the offence, such as families of the victim and offender, property owners and business owners. Touchstone staff assess each referral and determine the best RJ process to proceed, such as non-scripted comprehensive victim-offender conferencing (VOC) for complicated cases or a scripted community justice forum (CJF) for less serious cases.

Touchstone Restorative Justice Performance

The Touchstone RJ Program is a volunteer driven program staffed by a full-time coordinator. The performance and effectiveness of the program is provided in the Restorative Justice Outcome Evaluation Report (Attachment 1).

According to Touchstone's annual report, there were a total of 175 offenders that entered the RJ Program in the last five years. In 2021, there were a total of 20 referrals and 28 offenders that went through the program. Referrals fluctuate from year to year based on the number of youth cases suitable for a referral, which is determined by the lead investigator of the file at the Richmond RCMP Detachment. Overall, the referrals for 2020 and 2021 were impacted by the global pandemic and substantially lower than in some previous years.

Touchstone staff confirmed that the RJ Program has sufficient resources and volunteers to continue to support the volume of referrals. Touchstone staff frequently provide training and information sessions at Detachment briefings to maintain relationships and to drive referrals. Building community awareness is a Touchstone strategic priority. Table 1 below highlights the statistics of the Touchstone RJ Program in the Richmond from 2017 to 2021.

Table 1: Touchstone Performance Outcome Summary Statistics²

Total Number of:	2017	2018	2019	2020	2021	Total
Offenders	44	43	39	21	28	175
Referrals	36	34	27	17	20	134
RJ Process	34	38	26	15	23	136
Resolution Agreements	41	39	31	15	26	152
Completed Resolution Agreement	37	38	31	13	22	141

Most of the referrals to the RJ program were from the Richmond RCMP Detachment on low-risk offences such as theft and mischief. In 2021, the RJ Program saw slightly fewer big box store

² One referral can have more than one offender. RJ Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

referrals with four stores (Home Depot, the Hudson's Bay Company, Save-on-Foods, and The Real Canadian Superstore) that had referred files for the RJ Program.

The program saw a substantial improvement in the length of time for the RJ process in 2021. As noted in the annual report, 67 per cent of the cases were processed between five to 15 workdays, compared with 29 percent the year prior. This is an important aspect, as resolution should happen as quickly as possible for the participants to remain vested in the RJ process.

According to a three-year recidivism analysis conducted by the Richmond RCMP Detachment, those who completed the RJ program had a recidivism³ rate of approximately 11 per cent; and for those who did not complete or canceled had a recidivism rate of approximately 35 to 50 per cent.

Other research points to a report published by the BC Justice and Public Safety Council where the recidivism rate is approximately 50 per cent for youth clients (ages 12 to 17), within five years of receiving a community sentence⁴, for 2005 to 2010. Research on recidivism varies widely in scope and there are limited empirical studies on alternative and extrajudicial measures. There are no updated youth recidivism statistics from the BC Justice and Public Safety Council.

Touchstone Restorative Justice Proposed Contract

Staff recommend renewing the contract with Touchstone with the same terms and conditions as previous contracts. The following are the pertinent details of the terms on Touchstone's RJ Program and services.

Scope of Work

Touchstone will provide a full-time coordinator and shall recruit and train all volunteers required to perform the RJ services, to the satisfaction of the City.

Reporting

Touchstone and the City will meet biannually during the term of the agreement. Each report will detail work completed during the months of the invoice covered. The City will have the ability to seek clarification if requested.

Funding

Funding will remain unchanged (no cost increase) from the 2020 term contract, at \$100,700 per year. The contract will include all disbursements. The contract period will be the same three-year term from January 1, 2023 to December 31, 2025.

As noted in the attached report by Touchstone, sustainable funding continues to be a challenge as the Provincial and Federal government provides only a small amount of funding to restorative

³ The rate where the offender re-offended in 3 years.

⁴ BC Justice and Public Safety Council, "Performance Measures Update for the Justice and Public Safety Sector (2016-2017)", pg. 21. <https://www.justicebc.ca/app/uploads/sites/11/2016/03/pm-2016-2017.pdf>

justice programs. Favourably, Touchstone was able to secure a new funding source from the BC Civil Forfeiture grants that supplemented Touchstone's operations which resulted in no cost increases to the City. However, the BC Civil Forfeiture grants are approved by the Province on a year-by-year basis and there is no guarantee that Touchstone will receive funding for subsequent years. City staff will work Touchstone to ensure funding sufficiency for the term of the proposed contract.

Separately, the City is a strong supporter of the program and has continually advocated for increased funding for restorative justice services. The Federal government recently announced a new Building Safer Communities Fund⁵ (BSCF) to address the conditions that contribute to a young person falling in with crime. The City's long-established youth oriented crime prevention initiatives, such as the Restorative Justice Program, Youth Intervention Program, DARE Program and the RCMP Youth Section, certainly fits into this criteria. The City has received information from Public Safety Canada that the City of Richmond would be eligible for federal BSCF funding. The details of the funding have not been announced. Staff will advise Council when more information is available.

Financial Impact

None, as the \$100,700 funding exists within the operating budget. Staff recommend a three-year term contract renewal at \$100,700 per year, with no cost increases, from January 1, 2023 to December 31, 2025. There will be no proposed material changes to the *Touchstone Fee For Services Agreement* contract.

Conclusion

Restorative justice is a cost-effective way of providing a necessary service to address youth and social issues in the community. The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that considers the rights and needs of victims, the community and the offender. The Touchstone contract will expire on December 31, 2022. Therefore, staff recommend the renewal of the restorative justice service contract with Touchstone Family Association for another three-year term with no change in cost, at \$100,700 per year.



Douglas Liu
Acting Manager, Community Safety Policy and Programs
(604-276-4004)

Att. 1: Restorative Justice Outcome Evaluation Report January 1, 2021 – December 31, 2021

⁵ <https://www.canada.ca/en/public-safety-canada/news/2022/03/government-takes-action-to-prevent-gun-violence-with-250-million-building-safer-communities-fund.html>



Touchstone Family Association

Strengthening Family • Building Community

Restorative Justice Outcome Evaluation Report

January 1, 2021 to December 31, 2021



TOUCHSTONE AT A GLANCE

Touchstone Family Association is a non-profit society that has been providing services to children, youth and 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 to ensure their optimum development.

Over 3000
Children, youth and
their families benefit
from our services on
an annual basis!



2021

Association of the Year

In 2021, Touchstone Family Association was awarded Association of the Year from the Richmond Chamber of Commerce at their Business Excellence Awards.

The Mission of the Association is:

"strengthening the social health and independence of families and children through effective intervention and support services."

The Vision of the Association is:

"Strong, self-reliant families, youth and children."

Our Objectives are:

- to establish and operate preventative services to children, youth and their families in the City of Richmond and surrounding Municipalities;
- to inform the residents of Richmond as to the importance of the services being provided to families.

Our overall objective is to strengthen families by building community.



Touchstone has been
CARF Accredited
since 2002!



Restorative Justice

Executive Summary

At **Touchstone Family Association**, we pride ourselves on our responsiveness to the needs and wants of the community we serve. This comprehensive **Performance Outcome Evaluation Report** examines and demonstrates the performance and quality of services provided by our **Restorative Justice (RJ) Program** throughout 2021. It will also touch upon the impact the ongoing global pandemic has had on services.

This RJ program is built upon the principle of **Restorative Practice** - a social science that studies how to improve and repair relationships between people and communities. The purpose is to build healthy communities, increase social capital, decrease crime and most importantly, repair harm and mend relationships.

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.

It is important to note that the **core funding** for Restorative Justice comes from the **City of Richmond** through the **Community Safety** operating budget. Touchstone continues to engage other levels of government regarding not only the need, but also the responsibility in cost-sharing this program across the three levels of government.

Restorative Justice receives \$4000 from the **Community Accountability Program (CAP)** funded by the province which is an increase of \$1500 effective 2020. This provides some funds for volunteer training and recruitment.

Touchstone was also successful again this year in obtaining funding from the province's **Civil Forfeiture** fund. Eligible Restorative Justice organizations currently receiving funding from the CAP program were invited to apply for \$30,000 to complement an existing RJ program. Touchstone was successful in receiving this grant for the second year in a row and thus has been able to continue offering **1:1 mentorship service** to youth participating in the RJ Program.

Touchstone continues to raise the profile of this extremely cost-effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge; however, we are very appreciative to the **City of Richmond** for not only its financial support but also for believing in the **Restorative Philosophy** of understanding how it creates a safer and healthier community for everyone.

What is Restorative Justice?



Restorative Justice is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behavior, while focusing on problem-solving and offender accountability.



Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.



Through the restorative justice process, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and they are able to learn how others have been affected by their behavior. 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 provides 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.

Program Features

“One of the greatest gifts you can give is your time. ”

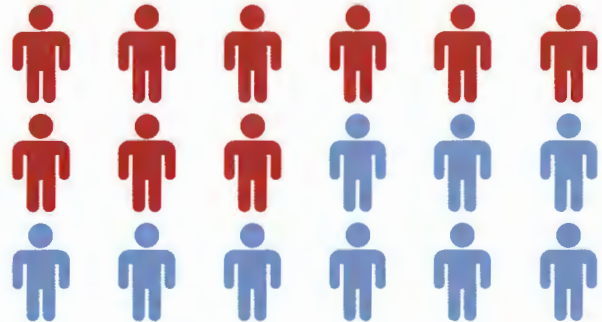


Touchstone Family Association's Restorative Justice program is a **volunteer-driven program**, staffed by one permanent, full-time coordinator.

Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program.

The Restorative Justice 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 are not limited to:

- Life experience
- Professional employment history
- Education
- Commitment to the program
- Experience / Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- 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 checks are complete, volunteer applicants must successfully train in various restorative justice processes or applications. This includes community justice forums, where the volunteer applicants attend an intense 3-day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator. This is an approach that increases the volunteer's level of confidence and competency and enhances the program's commitment to quality assurance.

In 2021, the Restorative Justice program was supported by 7 volunteers, in both facilitator and translation roles.

Touchstone recognizes the commitments and contributions of its Restorative Justice Volunteers on a yearly basis, at our Annual General Meeting!

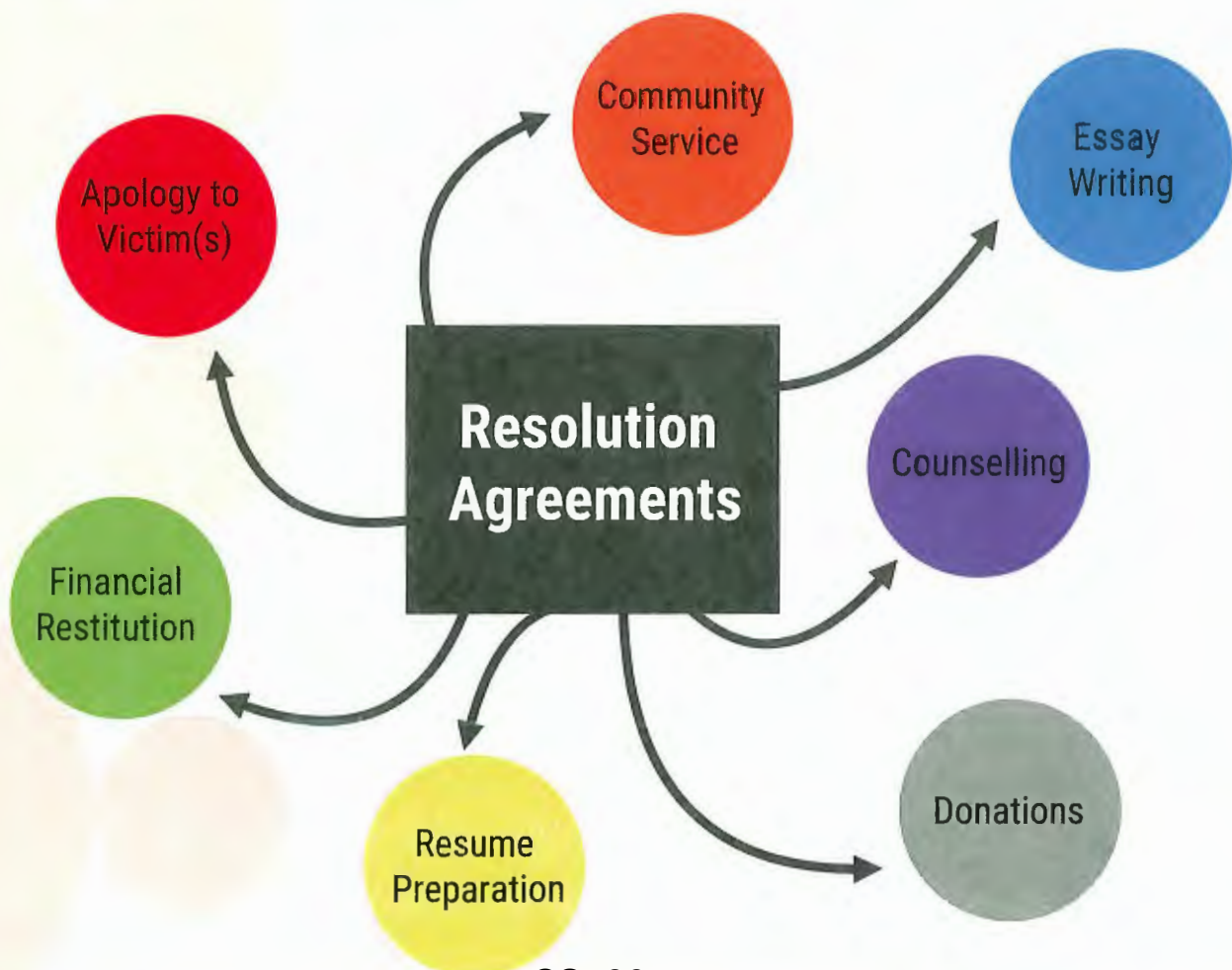
Restorative Approaches & Outcomes

At the heart of **Restorative Justice** are its underlying values and principles, which propagate a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and the greatest chance of success.

Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include: a **non-scripted, comprehensive victim-offender conferencing (VOC)** process in complicated cases; a **scripted community justice forum (CJF)** process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

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

Resolutions Agreements are a direct result of this process, where the participants work together to determine reparations. These agreements can include one or more of the following:



Case Example

- Below is a case example involving a real case from the our Restorative Justice Program in 2021, which illustrates the benefits of a restorative circle process.
- This story illuminates the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

In October of 2021 an Elementary School was the target of hateful graffiti. The walls and doors were covered with anti-LGBTQ2 markings. Two High School girls were identified and arrested for the crime of mischief. The school and the offenders, along with their parents, agreed to participate in restorative justice to address the harm that was done.

The two teens, Wilma (15) and Lina (14), attended separate meetings, each having her own restorative justice circle with the school, which was represented by the Vice Principal, Mandy, and Sexual Orientation and Gender Identity (SOGI) Lead, Deborah. Wilma and Lina were both supported by their fathers in their respective meetings.

On the day of their meeting, Wilma and her father Steve sat down with Mandy and Deborah for their restorative justice circle inside the elementary school's library. Each of the participants had their own preliminary meetings with the restorative justice facilitator leading up to this day.

The facilitator began the meeting by introducing everyone to one another and then informed the participants that each of them would have a chance to share their perspective on the incident. The facilitator emphasized the importance of having a respectful and safe space for dialogue.

Wilma apologized to Mandy and Deborah for what she did that day. She admitted to using markers to draw the homophobic images on the school's property. She explained how she and Lina were bored and had come to hang out on the school property. She claimed they had no intent on vandalizing the school; rather it was a spontaneous response to their boredom. She admitted that she became agitated when a parent approached them and asked them to stop and she continued to mark up the school, ignoring the parent, who had her children in the school's playground. Wilma shared how she became filled with regret soon after leaving, recognizing what she and Lina did was wrong. She was also nervous that she would be caught. She told Mandy and Deborah that she understood how her actions had probably affected the school, especially its young students, as well as the parent that confronted them that day. She also wanted them to know that she had a friend in the LGBTQ2 community and was not acting out of hate. She read out a letter of apology that she had prepared and expressed her remorse.

Mandy accepted Wilma's apology. She wanted Wilma to know that she spoke to both the police and the parent who had confronted the girls. Mandy explained how upsetting the experience was for the parent to witness the school vandalized, and to be defied when protesting the girls' wrongful actions that day. The parent, she said, was forced to explain to her own children what had happened and how to make sense of it. Mandy further explained that maintenance had to come in the next day to clean up the graffiti and how difficult it was to remove. Wilma admitted that she didn't realize how overwhelming the level of graffiti was and acknowledged the difficulty she had caused to the maintenance crew.

Deborah questioned Wilma about the type of graffiti she decided to draw on the school. She explained to Wilma that hateful messages, intentional or not, can have a traumatic affect on members of the LGBTQ2 community. She explained how members of the LGBTQ2 community already feel very vulnerable and events like this exacerbate matters for them. Wilma expressed her deep remorse at having unintentionally caused harm and she acknowledged the pain it must have caused.

Steve, Wilma's father, explained how he did not want to make any excuses for Wilma, but wanted the school to know the context under which his daughter may have become involved. He informed them that she had recently undergone medical testing and was diagnosed with a neurological deficit. In addition, she suffers from severe anxiety. He stated that this was not an excuse for Wilma to do what she did; rather, he was only sharing this information to provide some context around the time of the incident. He apologized for his daughter's behaviour and said he would support her in taking responsibility and repairing the harm she did.

Finally, all of the participants discussed what Wilma could do to repair the harm that she did. They all, including Wilma, decided that she would meet with Deborah, exclusively, to receive information on Sexual Orientation and Gender Identity (SOGI). Wilma also agreed to do an art project for the school, which captures the importance of diversity. She agreed to have her anonymous apology letter accompany the art project to help educate students. Everyone was satisfied with these Agreement obligations, which were reached through consensus.

Lina would later have her restorative justice circle with Mandy and Deborah. She admitted to her mistake and took responsibility for her role in writing a lot of the hateful messages. She admitted that the first names in some of those comments belonged to real people that were at one time friends. None of those people belonged to the LGBTQ2 community. Nevertheless, Deborah wanted Lina to understand that it was still not right to use homophobic language to express her anger or disappointment. Lina's father, Michael, expressed his shock as he thought he had instilled the right values in Lina and as immigrants to this country, nothing was more important to him than respecting the law. He was grateful that Lina was being given an opportunity to participate in restorative justice, something she would not have had the chance to experience in their former homeland. Lina agreed to SOGI orientation with Deborah, writing a reflection letter that could be used as a teaching tool for intermediate students and volunteer work with the school's maintenance crew, so she can see first hand the work involved in removing graffiti.

2021 Program Highlights

April



April 6th - Restorative Justice Presentation #1: McRoberts Secondary School
Carried out a Mock Circle with class

April 7th - Restorative Justice Presentation #2: McRoberts Secondary School
Carried out a Mock Circle with class

May



May 26th - Envisioning Anti-Racism Strategy in Restorative Justice Conference

June



June 15th - Touchstone Family Association's Annual General Meeting
Restorative Justice Volunteer Recognition

September 16th - Restorative Action Coordinators Network Meeting regarding Restorative Practices in Schools

September



September 21st - Community Dialogue with RJ Practitioners: Policy & Standards for Potential Memorandum of Understanding with BC Prosecution Service

September 23rd - Restorative Justice Coordinators of British Columbia Network Meeting

September 27th - Exploratory Meeting with McMath Secondary regarding Restorative Practices in Schools

October



October 7th - Meeting with the RCMP Youth Section regarding Referrals, Collaboration and Coordination

October 7th - Restorative Justice Coordinators Lower Mainland Network Meeting

October 14, 19, 21 & 25th - Delivered Restorative Justice Orientation/Training to RCMP Watches

November



November 7th - Restorative Justice Orientation/Training to Security at Richmond Centre Mall

November 17th - Restorative Action Presentation to McMath Secondary administrative and teaching staff

November 22-23rd - National Restorative Justice Symposium – RJ Week

November 29th - Restorative Justice Association of British Columbia Annual General Meeting

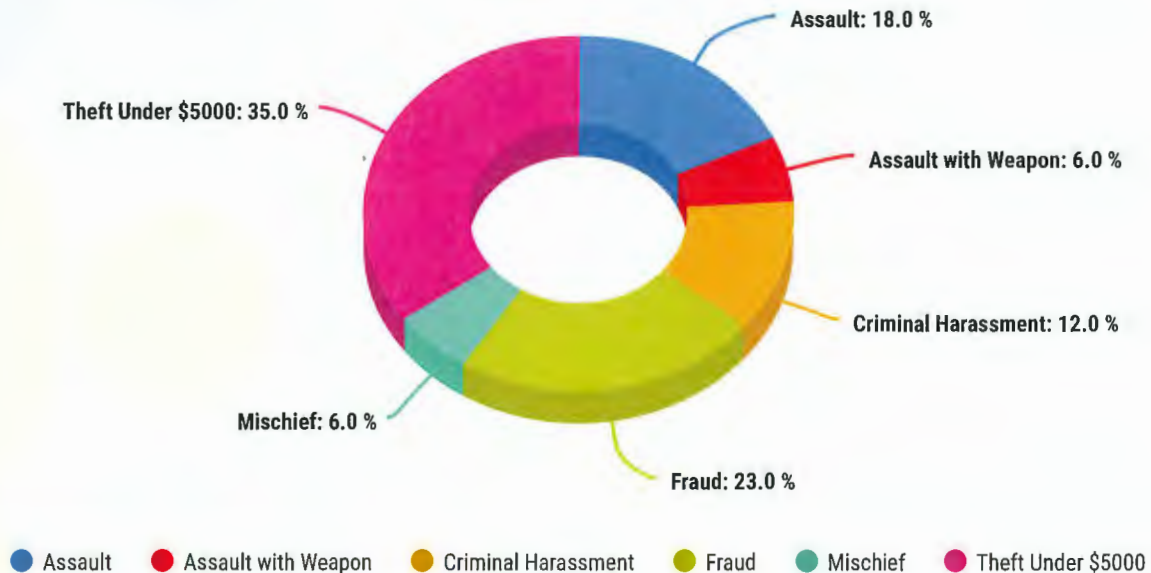
Program Statistics

In 2021, there were **20** referrals to Touchstone's **Restorative Justice Program**, which is a slight increase from the 17 referrals in 2020. Both 2020 and 2021 were substantially impacted by the global pandemic. There were **23** restorative processes held this year, compared to 15 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP.

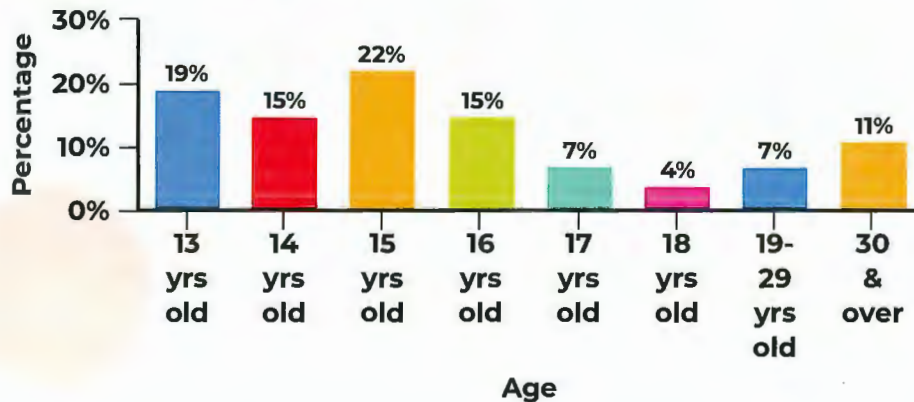


The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2021 to December 31st 2021.

Types Of Offenses



Age of Offenders Referred



Program Statistics

As in previous years, the percentage of referrals with an identified male offender, outnumbers the referrals received for identified female offenders.

Gender of Offenders Referred

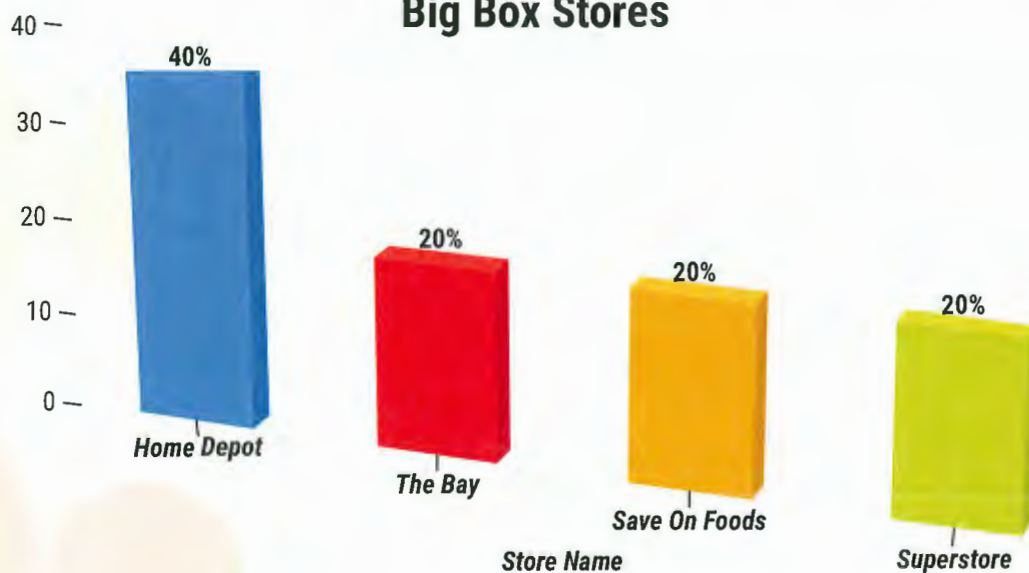


82 Percent of the Offenders referred identified as **Male**.

18 Percent of the Offenders referred identified as **Female**.

In 2021, the program saw slightly fewer big box stores referring cases to the Restorative Justice Program. **Four** stores, as indicated below referred to the program, whereas 2020 saw Six different big box referral sources.

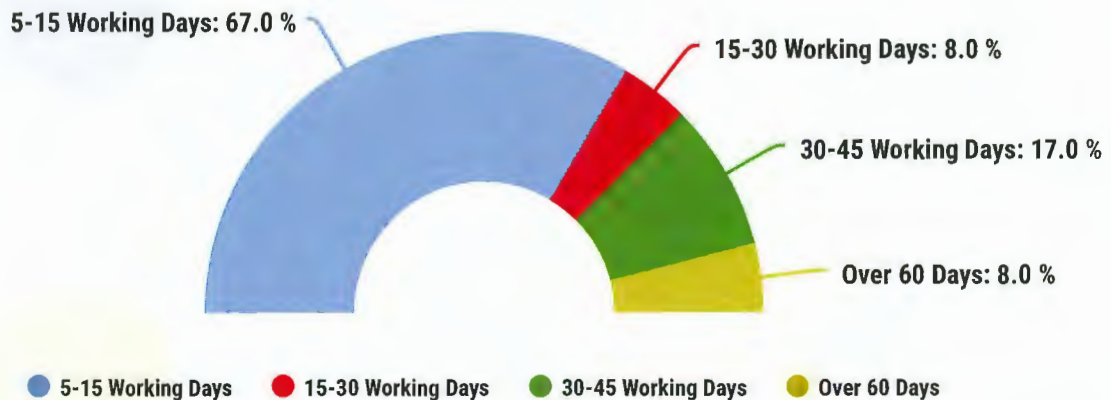
Big Box Stores



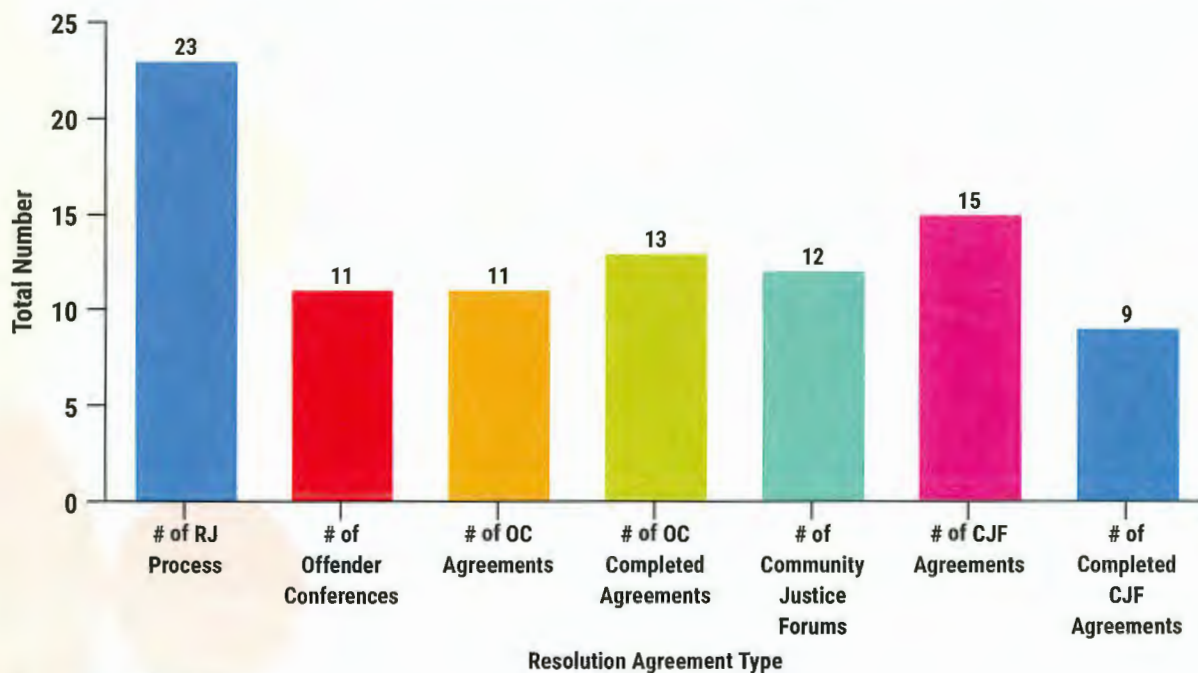
Program Statistics

In 2021 the program saw a substantial improvement from 2020 in the length of time it took to have a matter brought forward for a community process. As indicated below **67%** of the cases were processed between **5 to 15 work days**, compared with 29% the year prior. This is important as resolution should happen as quickly as possible for the greatest amount of impact and for the participants to remain invested in the process.

Length of Time Between Referral and Forum



Resolution Agreements



CJF = Community Justice Forum
OC = Offender Conference

Participant Feedback

Consumer Feedback Evaluation

Touchstone is committed to utilizing consumer feedback to contribute to the development of high quality and responsive services. Our staff seek feedback from clients and other service providers as the services are being provided to continuously develop and enhance services to address any special needs and referral issues of the clients served.

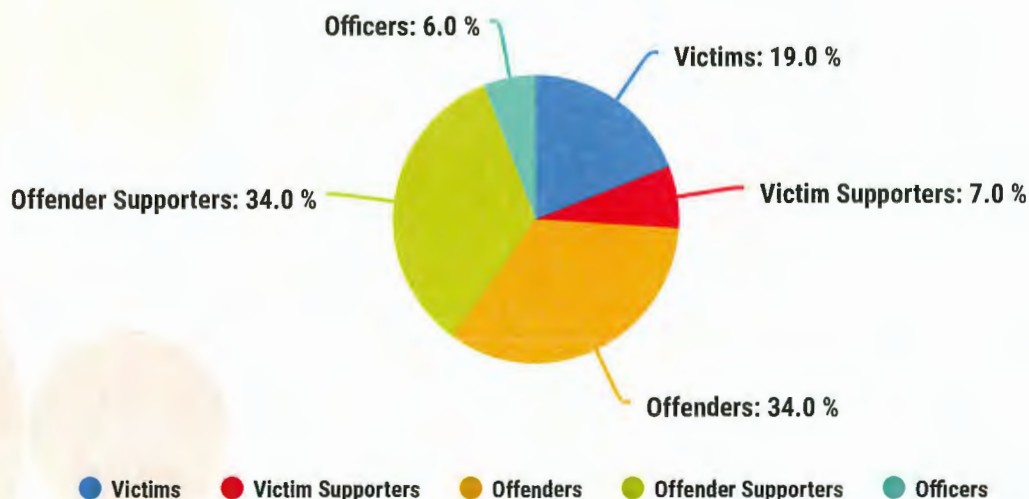
Evaluating Quality of Impact

Touchstone's Consumer Feedback evaluation process is intended to help us see what kind and quality of impact we are having on the population we serve. Surveys are designed to measure both quantitative and qualitative factors, giving the Association a balanced set of statistical responses. We then use this data to analyze and identify trends and consider the implications of these findings to plan adjustments and improvements in our programs. At Touchstone, we strive to deliver client-centered services, making participants own experiences and goals our top priority. Ongoing consumer feedback is essential to this process.

Restorative Justice Participant Feedback

Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2021, **67** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.

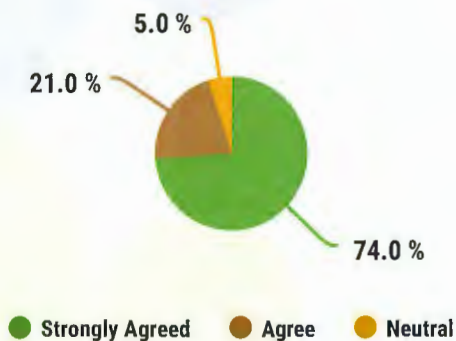
Roles of Participants in Forums



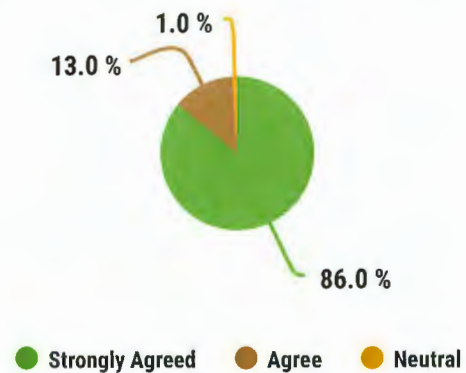
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the Restorative Justice Participant Survey.

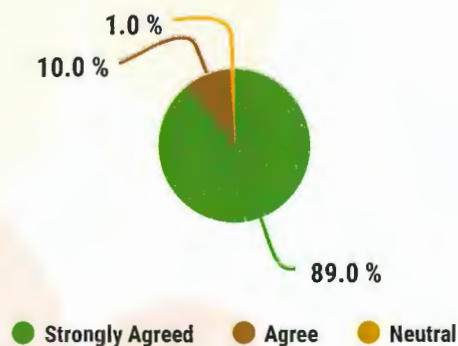
"I received adequate preparation and support from the facilitators."



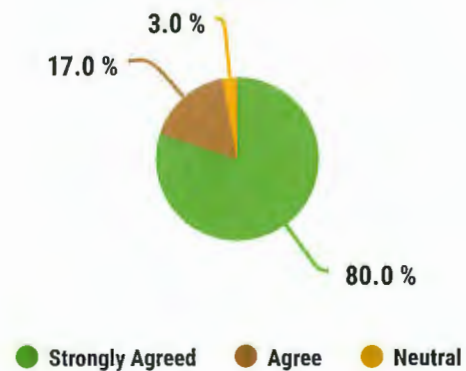
"I felt safe and was treated with respect."



"I felt I was able to have my say, allowing me to participate in a meaningful way."



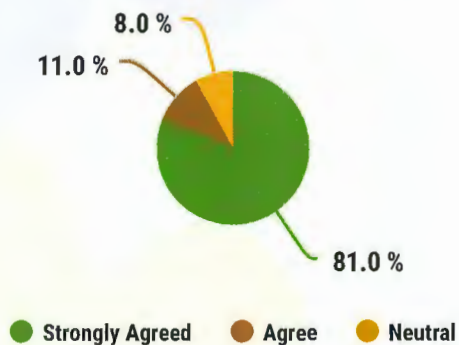
"My questions, concerns and issues were addressed."



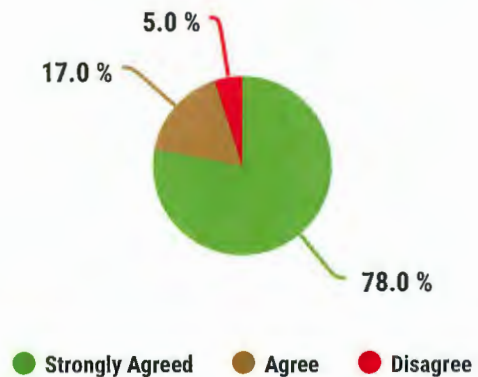
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the Restorative Justice participant Survey.

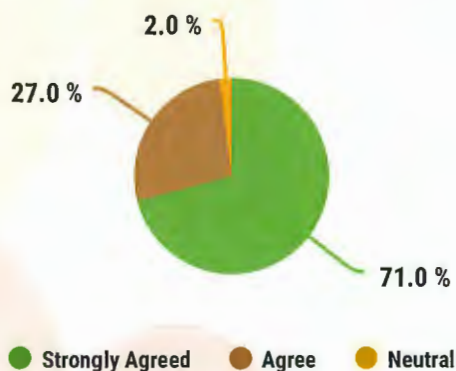
"Listening to everyone helped me gain a better understanding of what happened."



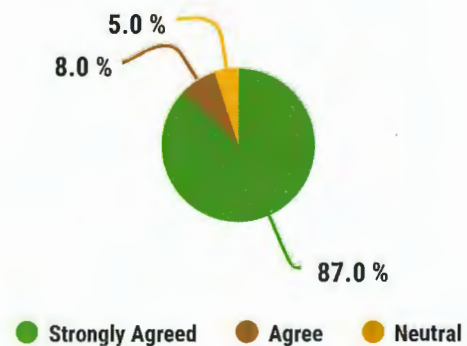
"I am satisfied with the resolution agreement."



"I believe the process has helped me find closure."



"I would recommend Restorative Justice to others facing similar situations"



Participant Feedback

In addition to the previous rating questions, each survey has room for comments regarding any of the aforementioned questions. The following are the responses (verbatim). The role of the individual making the response is in parenthesis.

- "This Restorative Justice program session was well organized and well run by facilitator, allowing all an opportunity to speak to their lived experience during this process." (*officer*)
- "Haroon and his team were very kind and respectful. They've helped us prepare for the meeting." (*offender supporter*)
- "Thank you for providing this as an alternative to a more severe consequence and allowing youth to recognize and correct the mistakes they make." (*offender supporter*)
- "The service was nice and helpful. It showed me who and how many people were actually affected. It showed me how supportive the community was and let me tell them my part of the story." (*offender*)
- "Haroon was very good at leading the conversation and getting to a resolution." (*offender supporter*)
- "I felt respected when I spoke and understood." (*offender*)
- "I feel neutral for the statements provided because it is my first time doing the meetings and I don't know how I feel about them yet." (*offender*)
- "I have deep appreciation for this process." (*victim*)
- "Excellent process. Thank you." (*victim*)
- "The staff at Touchstone consistently treated me with respect, compassion, and kindness. The Restorative Justice process was explained thoroughly to me, and I was allowed the time I needed to process information. There are many resources available through the staff there, allowing me to get the support I need. The only reason this process has not helped me find closure is because it is ongoing due to the fact the person who harmed me was my son. We are continuing to work at Touchstone to achieve this goal though." (*victim*)
- "This is a very important program to our community and the information we have learned." (*offender supporter*)
- "Haroon was respectful and managed the whole process. Having the police officer present was very informative and helped our son and ourselves understand more fully the consequence of his behavior." (*victim*)
- "I believe this program is really good by giving another opportunity to the accused to understand how it affected everyone else." (*officer*)
- "Took too long (translation). Not sure if sufficient remorse was shown." (*victim*)
- "Haroon, Thank you for your professional demeanor during this process. You showed such kindness and support to everyone involved. Thank you for facilitating." (*victim*)
- "A great process for students to experience with the focus on positive growth and learning for all involved." (*victim*)
- "Haroon did a great job. He has been working hard and very supportive when I had communication difficulties with other participants that he used very clear English to explain to me with patience." (*offender supporter*)

Participant Feedback

Participants are asked to share their comments on **Accessibility**. Below are their comments verbatim.

How can Touchstone make it easier for you to access our services?

"We did not have difficulty accessing the services."
(Victim)

"Thank you for allowing the meeting to take place here at my school."
(Victim)

"It's been good. I could not have foreseen a much better genuine resolution as the one today. Only thing I can suggest is nothing. It was perfect."
(Officer)

"The services were very helpful and easy to follow. Nothing seemed to hard, only for the parking, it was confusing on which parking we were able to use."
(Officer)

"Touchstone is working hard to accommodate us to this program, we are luck here in Richmond that we have this kind of program
(Offender Supporter)

"It was pretty easy to find, but I feel like some people will not want to meet face to face. So maybe if you had an app where you could have some type of way to communicate from home that would help"
(Offender)

"The meeting was a bit long and far away."
(Offender)

"We had no problems getting here."
(Offender)

"All easy, thank you."
(Offender Supporter)

"Maybe more parking."
(Officer)



"Haroon gave us very good directions. Thank you."
(Offender supporter)

"Directions given were very detailed."
(Victim)

"Time and location were made easy."
(Offender)



Participant Feedback

Participants were asked if they had any **Additional Comments** to share. The following are verbatim of those comments from the final section of the feedback survey.

"Keep doing good work." (*Offender Supporter*)

"No, thank you!" (*Offender*)

"I am sincerely sorry for my actions and I just want to say thanks to all for helping us through this and a special thank you to The Bay for not pressing any charges that really helped me and my future." (*Offender*)

"Thank you for organizing. We appreciate the opportunity to learn and connect with all people involved today." (*Offender Supporter*)

"Haroon did an amazing job facilitating the RJ forum." (*Offender*)

"Thank you for all the help and support." (*Victim*)

"This process made it possible for both sides to meet and discover or reveal the positives in each other's lives to allow for healing to take place. I am grateful to have been given the opportunity to participate in this process and it has a very positive effect on me. This was an opportunity for people to speak from the heart in a safe environment." (*Offender*)

"First time attending this meeting. Great to have a conversation with all the parties and to know how everybody felt during and after." (*Officer*)

"We greatly appreciate having the service available to us." (*Victim*)

"Thank you for helping us resolve this situation. It feels better after everyone has learned or have done something to solve this act." (*Victim*)

"Thank you for inviting me to be part of this process!" (*Victim*)

Example of a
Feedback Survey!

Referral Trends

Summarized below is a comparison of data from 2014 through 2021.

	2014	2105	2016	2017	2018	2019	2020	2021
Total # of Offenders	56	57	74	44	43	39	21	28
Total # of Referrals	41	49	49	36	34	27	17	20
Total # of RJ Process	43	47	52	34	38	26	15	23
Total # of Resolution Agreements	47	50	67	41	39	31	15	26
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22

As indicated by the chart above, the Restorative Justice Program has had **362** offenders participate in the program over the past 8 years. This averages **45** offenders per year who have been supported by restorative practice.

It is important to note that the above statistics are only talking about offenders; it is not capturing the total number of people participating in the program.

In 2021, **67** individuals participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or an offender supporter. The more participants involved, the more groundwork that needs to be done by the facilitator before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

It is evident when comparing the data from 2020 and 2021 to years prior that the ongoing global pandemic has had an impact on services. The year 2020 saw the program's lowest amount of referrals as the world dealt with the many unknowns of Covid-19. 2021 saw a slight increase in referrals and we look forward to the program picking up again in 2022, as systems learn to adapt and function within this new normal.

Strategic Plan

Touchstone's Restorative Justice Program 2020 to 2022 Strategic Plan is outlined below.

Strategic Priority 1:

To secure a sustainable level of funding for the restorative justice program from all levels of government, including municipal, provincial and federal

1. To carry out both independent and collective lobbying through the newly formed Restorative Justice Association of British Columbia (RJABC), representing restorative justice programs throughout British Columbia
2. To continue to apply for relevant Civil Forfeiture or National Crime Prevention funding that may become available

Strategic Priority 2:

To maintain and strengthen a partnership between RCMP and the Richmond Restorative Justice Program

1. To collaborate with RCMP representatives on issues related to police referrals and service delivery of the restorative justice program
2. To provide restorative justice orientation to new RCMP members whenever opportunities arise, including potential member testimonies for education purposes
3. To collaborate with RCMP Youth Section on potential school-based referrals

Strategic Priority 3:

To promote and/or implement restorative practices inside schools

1. To deliver restorative practices education to schools
2. To partner with one or more schools in running a pilot project in restorative practices
3. To service referrals for restorative action upon request from schools

Strategic Priority 4:

To provide education and promotion of the Richmond Restorative Justice Program in the community

1. To deliver presentations and/or information to community members, groups and organizations when opportunities arise

Summary

The Pandemic's Impact on Service Delivery:

In March 2020, the *global pandemic* forced the Restorative Justice Program to become more innovative and creative in how it provides services. Staff and volunteers rose to the occasion and have done an exemplary job over the past almost two years of meeting participant need; whether it is hosting interviews and forums online or putting in enhanced safety features for in-person gatherings. New protocols and procedures were put in place and have been continually updated as Provincial Health directives change over time. The safety of our staff and clients is paramount and Touchstone and the Restorative Justice Program will continue to meet Work Safe standards and monitor and adapt our processes as required.

The impact of the global pandemic continues to challenge the Restorative Justice Program in all areas of operations. Although slightly up from 2020, the number of new referrals for the program in 2021 was still significantly lower than pre-pandemic years. Nevertheless, the program has continued to engage with the RCMP and community partners to strengthen the program's foundation and reach.

It is important to note that when given the choice of holding a Circle, victims and offenders have elected to meet in person, satisfied that the Program has taken the necessary precautions and has addressed any concerns they may have in regards to safety. The philosophy of care, welfare, safety and security for all continues to guide our practice as we navigate the many unknowns of Covid-19.

Concluding Thoughts

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 the **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.

As evident in this outcome report, program participants 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 the community and teaching responsibility and accountability to the young person.

We look forward to continuing our restorative practice programming into 2022.

Statement of Income

Restorative Justice Statement of Income for 2021:

	Jan to Mar 2021	Apr to Jun 2021	Jul to Sept 2021	Oct to Dec 2021	Total 2021	YTD Budget 2021	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Community Accountability Grant	1,000	1,000	1,000	1,000	4,000	4,000	0	4,000
Expenses								
Wages & Benefits	20,636	20,636	20,636	20,636	82,544	82,544	0	82,544
Rent	4,155	4,155	4,155	4,155	16,620	16,620	0	16,620
Mileage	34	34	34	34	136	136	0	136
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	1,350	1,350	1,350	1,350	5,400	5,400	0	5,400
	26,175	26,175	26,175	26,175	104,700	104,700		104,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$100,700 Contract to cover 2022:

January 1 - December 31, 2022			
	Annual	Monthly	Quarterly
Wages & Benefits	\$84,246	\$7,020.50	\$21,061.50
Rent	\$12,000	\$1,000.00	\$3,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	\$4,454	\$371.17	\$1,113.50
	\$100,700.00	\$8,391.67	\$25,175.00



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 11, 2022

From: Tim Wilkinson
Fire Chief

File: 09-5375-01/2022-Vol
01

Re: Richmond Fire-Rescue Monthly Activity Report – March 2022

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2022”, dated April 11, 2022, from the Fire Chief, be received for information.

Tim Wilkinson
Fire Chief
(604-303-2701)

Att. 1

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

Staff Report

Origin

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

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

Analysis

Emergency Programs

In March, Emergency Programs (EP) staff facilitated a virtual Emergency Preparedness Workshop for the parent association at Westwind Elementary School. This covered the steps to preparedness including knowing and planning for risks, gathering emergency supplies, connecting with neighbours and staying informed.

Canadian Red Cross (CRC) National Inclusive Resiliency Project Update

In conjunction with Canadian Red Cross and BC Earthquake Alliance, EP staff are collaborating on an informational display and handout to provide the results from last month's 'Ask the Expert' earthquake activity for seniors.

Provincial Debris Removal Project

Emergency Programs staff coordinated with internal City department stakeholders to monitor provincial agency efforts to track, clean up and repair the damage from debris caused by the November 2021 atmospheric river flooding events.

YVR Active Shooter Table-Top Exercise (TTX)

In partnership with Canadian Border Services, Vancouver Airport Emergency Management and the RCMP, EP participated in an active shooter table top exercise hosted by US Customs and Border Patrol on March 9, 2022. Current communications, response, emergency management protocols, and best practices were reviewed and improved.

Training and Public Education

During March 2022, fire-training staff delivered educational activities and programs including Fire Cause and Origin, Frontline Leadership, Incident Command System 100 and 200 and Wildfire Structure Protection Program (Wildland Fire Fighting).

During March 2022, Public Education staff created and released an online booking system on the RFR website to facilitate annual Food Truck inspection planning for April 2022.

Emergency Response

Richmond Fire-Rescue's goal is to respond to incidents in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In March 2022, there were a total of 743 reported incidents, representing a nine per cent increase in incidents from March 2021 (Attachment 1).

Due to changes in the Provincial Health Orders and Medical Health Officer's direction, Richmond Fire-Rescue continues to experience a gradual return to normal levels of service of medical event types and responses to medical calls. RFR continues to monitor all activities to identify and create programs to incorporate emerging trends.

The average time on scene for RFR crews was 30 minutes, which was lower than the 34 minutes recorded in 2021. The time spent on scene can vary due to the nature and severity of each incident.

Table 1: Total Incidents - March 2022				
	Totals (2022)	Percentage Change from March 2021	Number Change from March 2021 to 2022	5 Year Average for March
Alarm Active No Fire	127	+4	+5	119
Explosion	0	0	0	0
Fire	20	-56	-25	34
Haz-Mat	8	-27	-3	10
Medical	379	+23	+70	382
MVI	73	+16	+10	71
Public Hazard	5	-75	-15	11
Public Service	79	+5	+4	70
Response Cancelled/Unfounded	50	+39	+14	62
Specialized Transport	2	+100	+1	3
Tech Rescue	0	0	0	0
Totals	743	+9	+61	762

In March 2022, there were 20 fire incidents which were reported to the Office of the Fire Commissioner representing a 56 per cent decrease from March 2021. The average number of fires reported in March over the last five years is 34.

Richmond Fire-Rescue's emergency fire response goal is to contain a fire to the room of origin. The room of origin standard is especially important in terms of fire loss and damage, which increases significantly once a fire extends beyond the room of origin.

Fire damage and property losses during March 2022 are estimated at \$101,510. This total includes \$98,300 for building/asset loss and \$3,210 for content loss. The total building/asset and content value at risk was estimated to be \$43,002,050 and the total value preserved from damage was \$42,900,540. These numbers translate to 99 per cent of value protected (Table 2); this value is the same as the value observed in 2021; 99 per cent.

Table 2: Fire Incidents By Type and Loss Estimates - March 2022						
Incident Type Breakdown	Incident Volume	Estimated Building/Asset Value (\$)	Estimated Building/Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	4	4,891,800	53,200	151,000	500	4,989,100
Multi family	3	2,003,300	5,100	56,800	1,810	2,053,190
Commercial/Industrial	1	35,808,000	-	150	150	35,808,000
Outdoor	9	-	-	1,000	750	250
Vehicle/Vessel	3	90,000	40,000	-	-	50,000
Totals*	20	42,793,100	98,300	208,950	3,210	42,900,540

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

Significant Events

Fire crews minimized harm and limited fires to the place of origin in these notable March 2022 incidents:

March 29, 2022 – Hazardous materials event on Alexis Court. RFR crews responded to a report that an incendiary device had been thrown through the window of a residential property. Prior to arrival crews were instructed to wait by the RCMP until the scene was safe. After the scene was declared safe crews arrived to inspect the device. The device had not ignited but the liquid in the bottle had leaked onto the floor and had smashed leaving a lot of broken glass all over the room. Fire crews cleaned-up the glass and liquid and proceeded to vent the area. The City's Works Yard was contacted to board up the broken front window. There were no injuries to the residence or RFR personnel. The RCMP and a Fire Investigator attended the scene.

March 31, 2022 – Residential Fire on Alexis Court. RFR crews responded to a structure fire at the same location a few days later. On arrival crews found an extinguished fire contained to the exterior of the garage door of the same residence as reported above. Crews confirmed that there was no extension of the now extinguished fire to ensure no further damage. RCMP were on scene conducting an investigation and had identified the fire starter. RCMP declined a need for a RFR Fire Investigator.

April 11, 2022

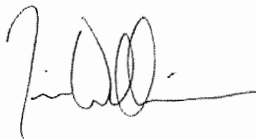
- 5 -

Financial Impact

None.

Conclusion

Richmond Fire-Rescue continues to monitor activities to identify and create programs to respond to emerging trends. RFR staff remain ready to continue to work through and adapt to the ever-changing pandemic situation.

A handwritten signature in black ink, appearing to read 'Tim Wilkinson', with a horizontal line extending to the right.

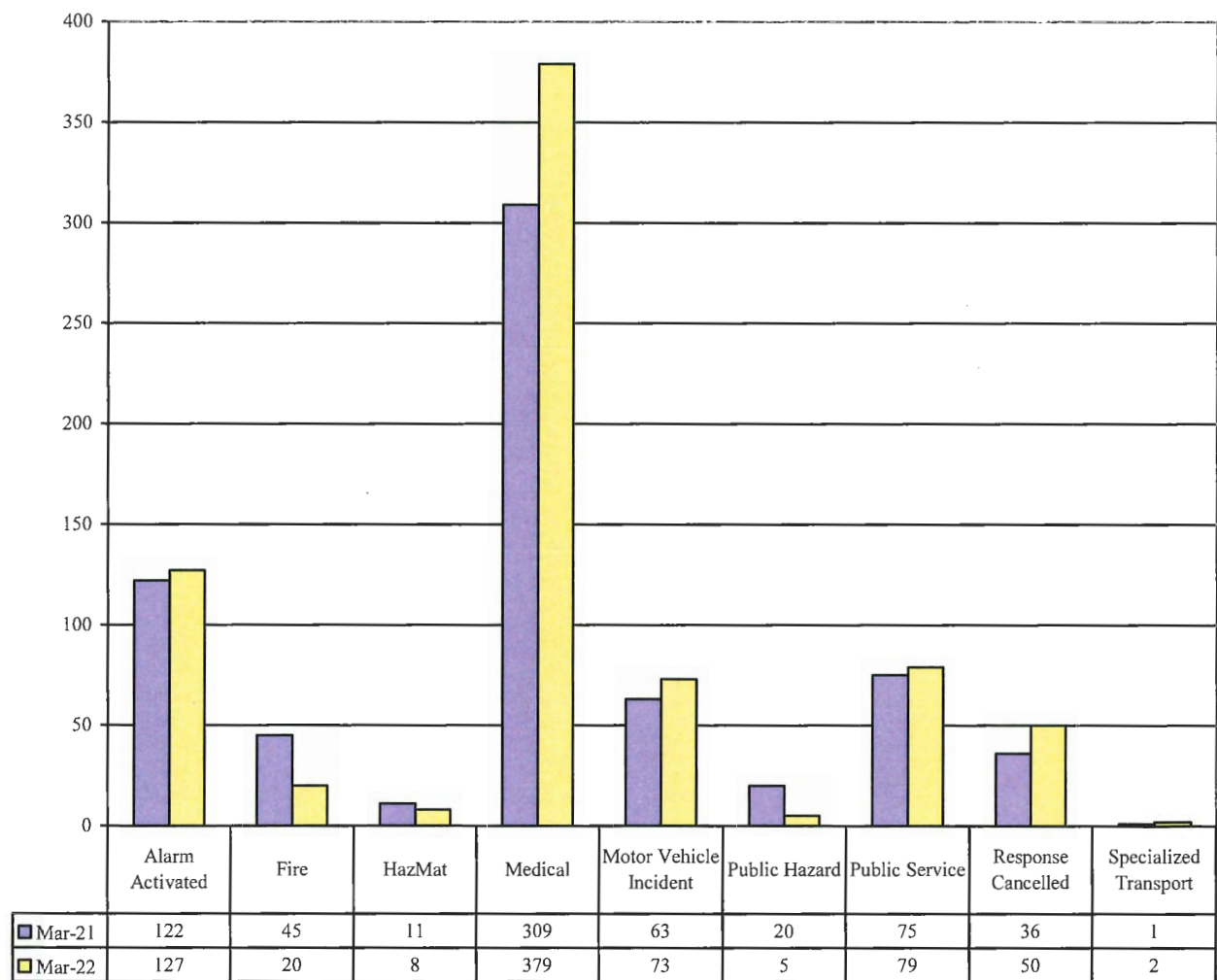
Tim Wilkinson
Fire Chief
(604-303-2701)

Att. 1: Suppression Activity, including location of March's Fire, Medical and MVIs

Incident Volumes

The following chart provides a month-to-month comparison regarding incidents occurring in March 2022 and 2021. In March 2022, there were a total of 743 incidents, compared to 682 in March 2021. This represents an increase of 9 per cent. RFR continue to see incident numbers returning to normal levels due to gradual changes in the Provincial Medical Health Officer orders in response to the pandemic.

Table 3: March 2021 & March 2022 Incident Volumes



Incident Type Legend:

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

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

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

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

First Responder Totals

Medical first responder incidents comprised 51 per cent of the total emergency responses for RFR during the month of March 2022. A detailed breakdown of the medical incidents for March 2021 and 2022 is set out in the following table by sub-type. There were a total of 379 medical incidents in March 2022 compared to 309 in March 2021, an increase of 23 per cent. RFR continue to see incident numbers returning to normal levels due to gradual changes in the Provincial Medical Health Officer orders in response to the pandemic.

Table 4a: March 2021 & March 2022 Medical Calls by Type

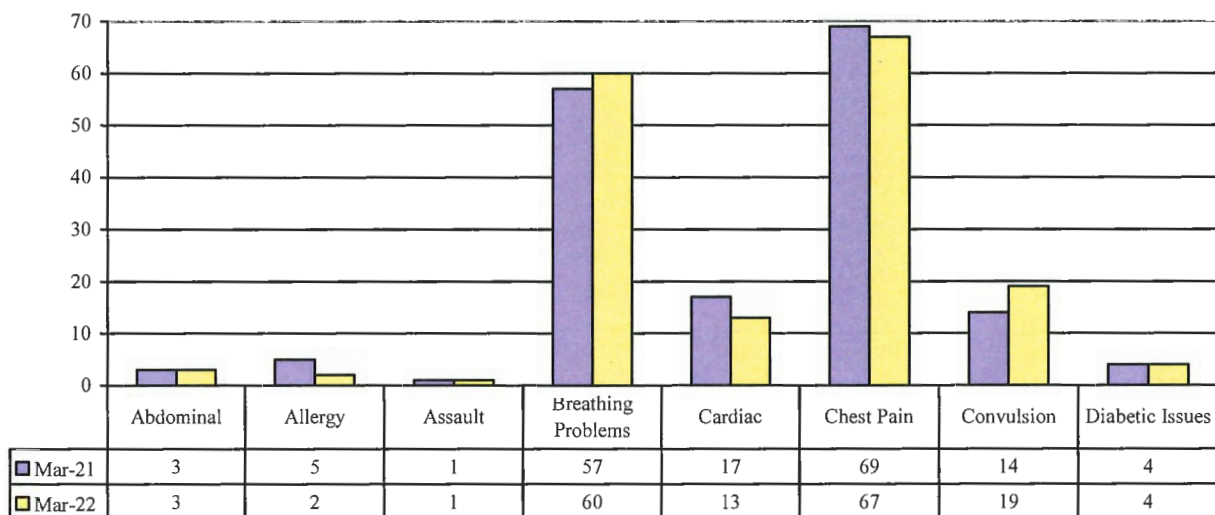
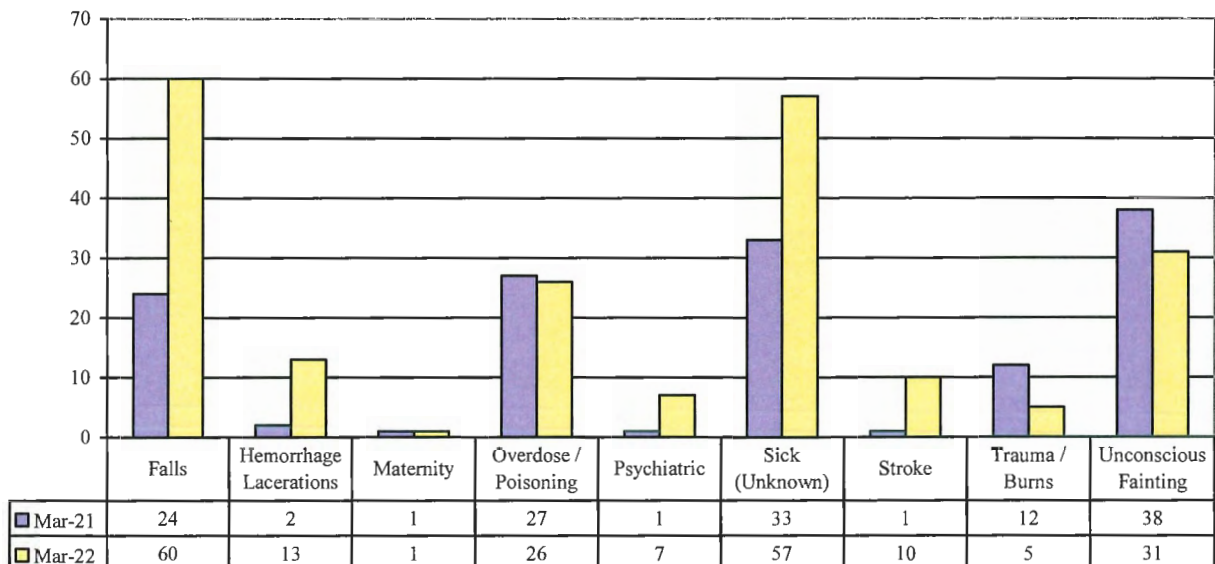


Table 4b: March 2021 & March 2022 Medical Calls by Type



Fire Investigations

The fire investigation statistics for March 2022 are listed below:

Table 5: Total Fire Investigation Statistics – March 2022			
	Suspicious	Accidental	Undetermined
Residential - Single-family	2	2	-
Residential - Multi-family	-	3	-
Commercial/Industrial	-	1	-
Outdoor	3	4	2
Vehicle	-	1	2
Totals	5	11	4

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

Hazardous Materials

Table 6: Hazardous Materials Incidents By Type – March 2022	
	Details
Criminal Act - Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE)	1
Flammable / Combustible Liquids	2
Natural Gas / Vapour / Propane Leaks (small)	5
Totals	8

Figure 1: Location of reportable fires attended in March 2022 (total 20)

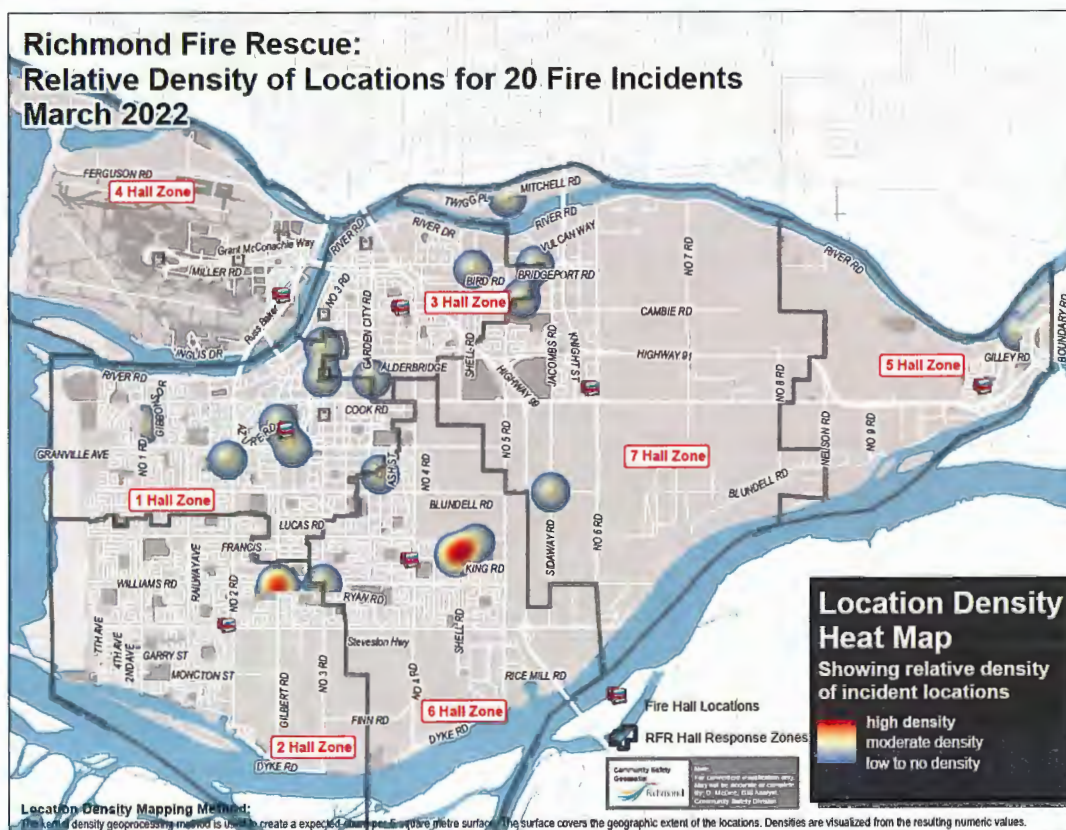
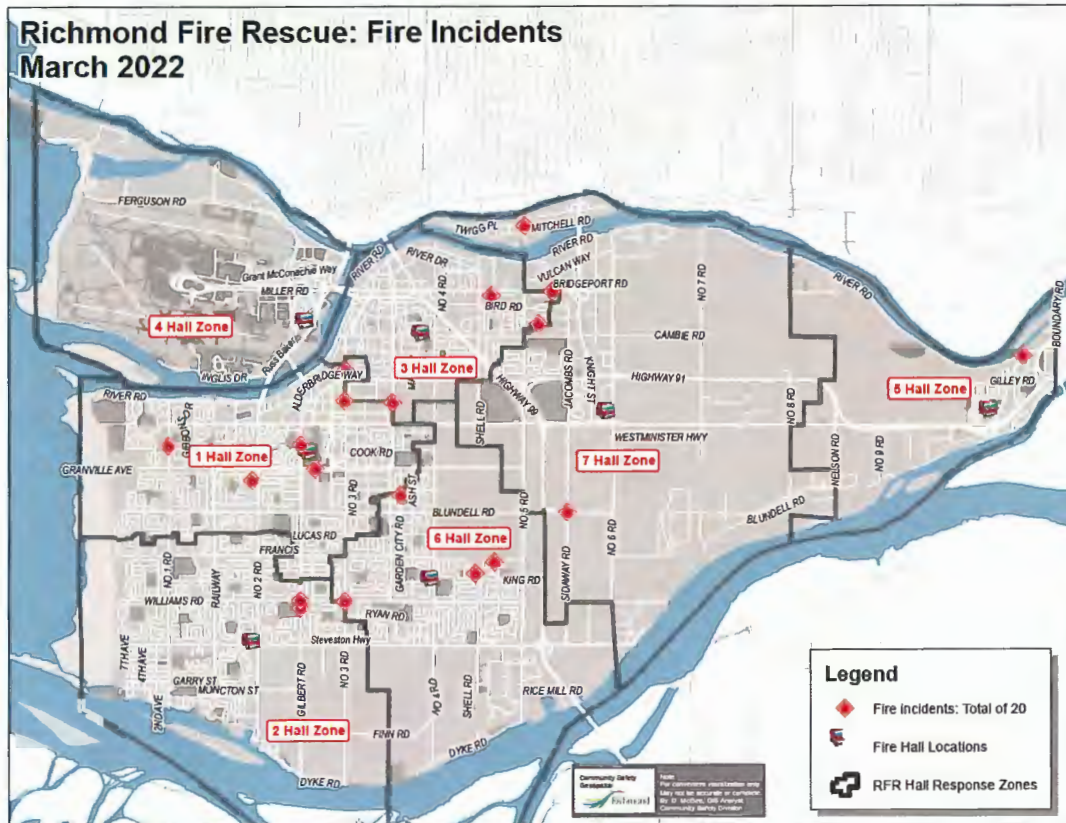


Figure 2: Location of medical Incidents in March 2022 (total 379)

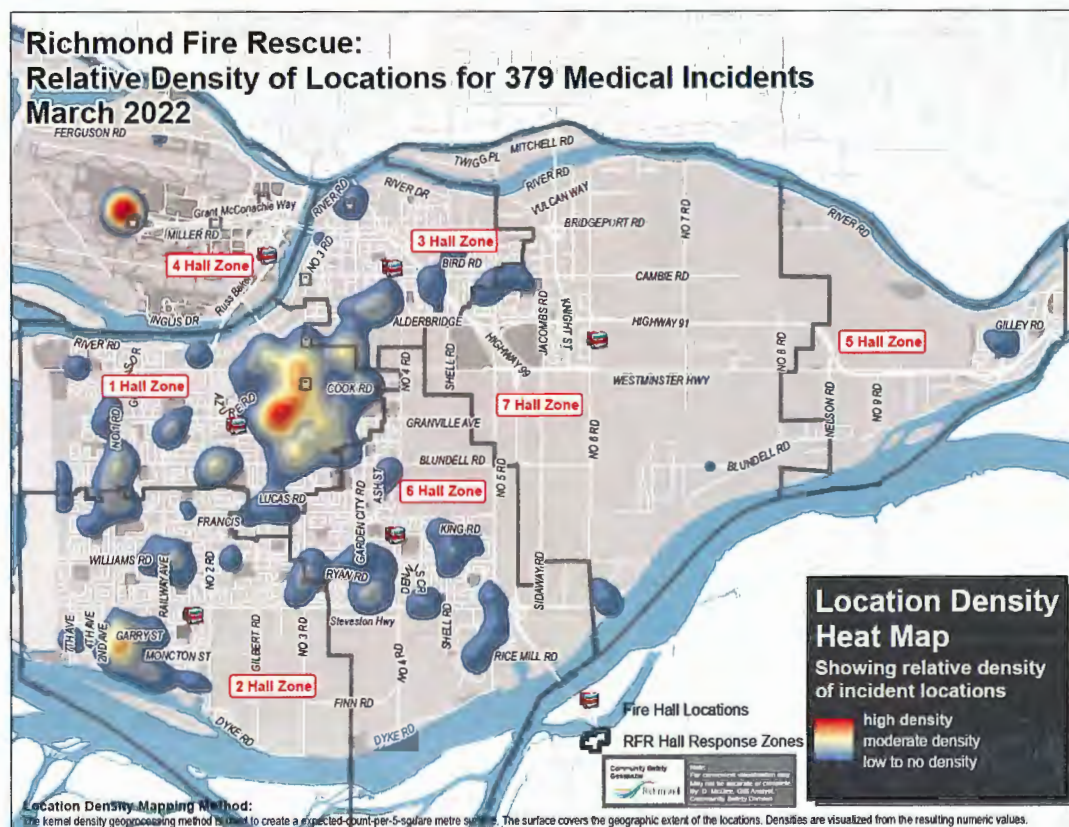
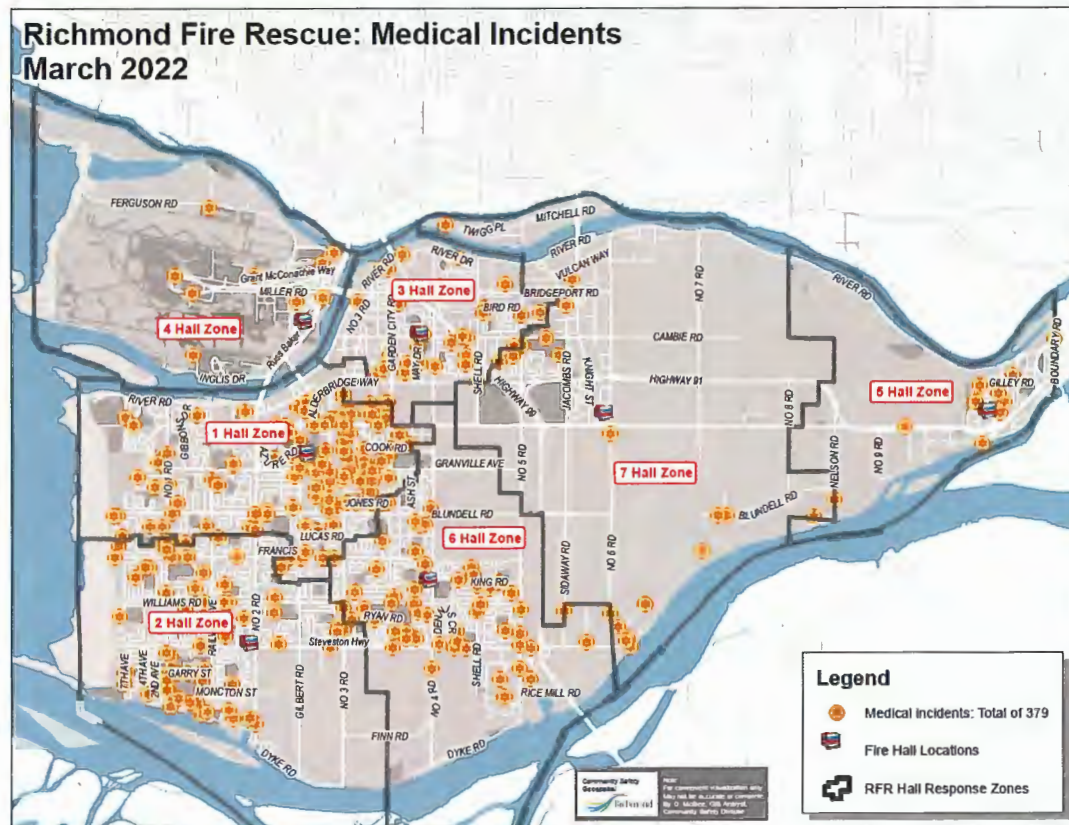
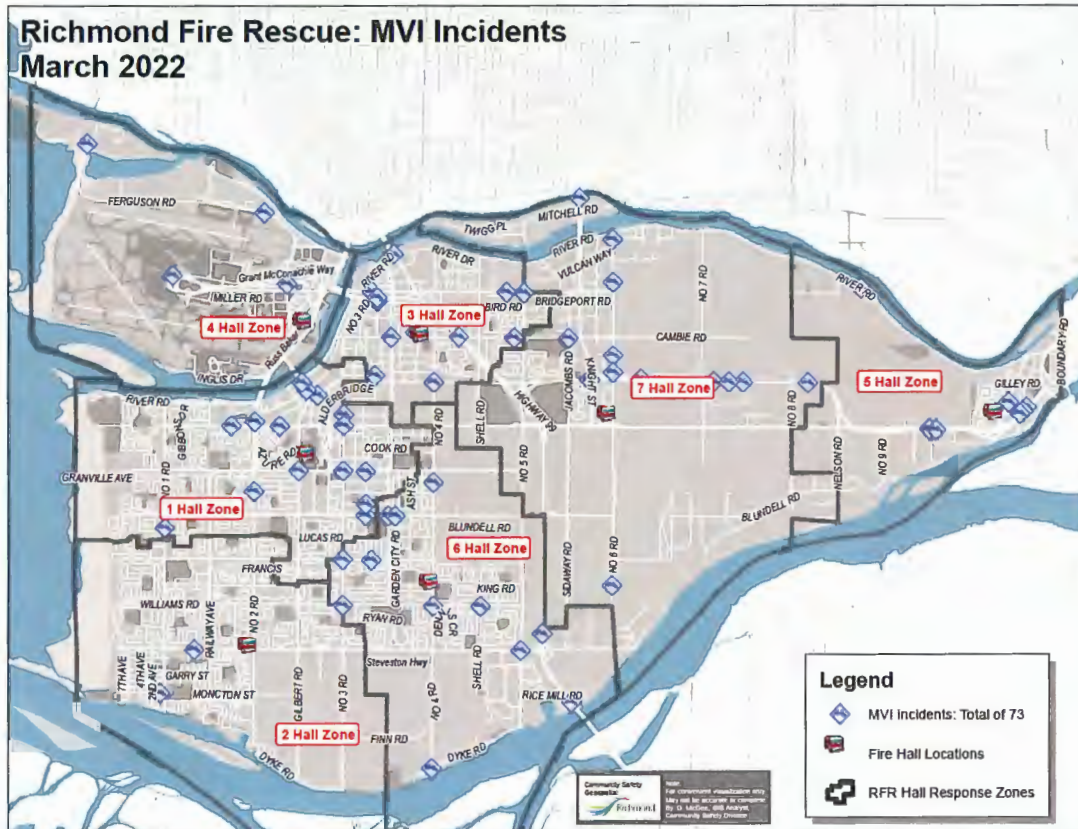
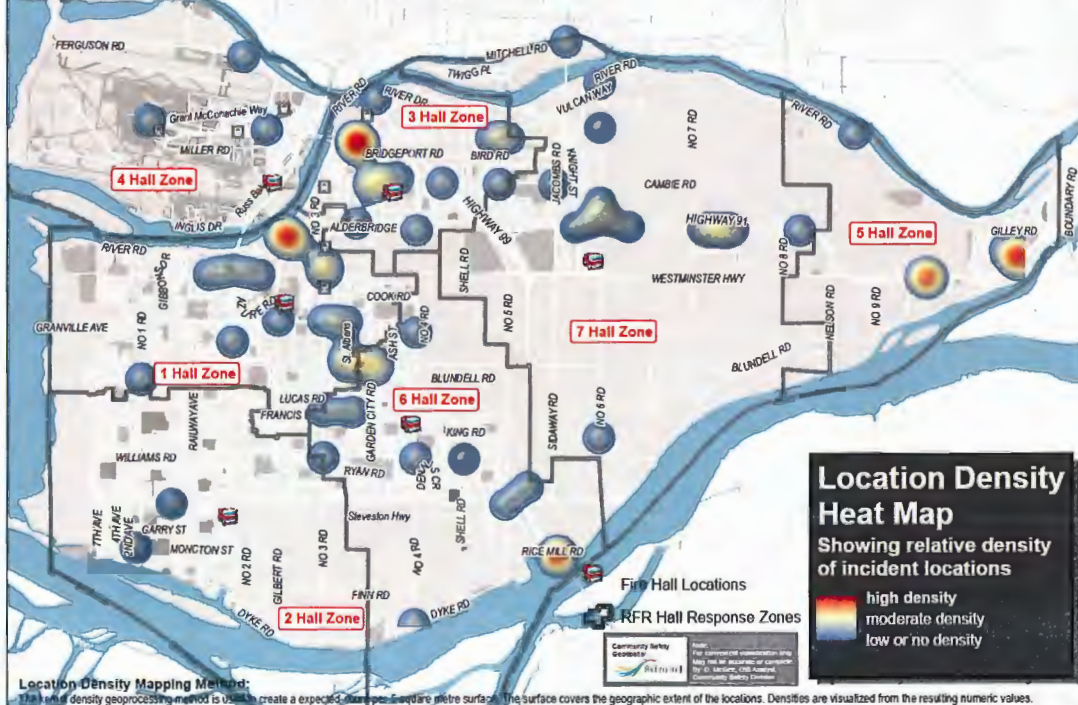


Figure 3: Location of MVI Incidents in March 2022 (total 73)



**Richmond Fire Rescue:
Relative Density of Locations for 73 MVI Incidents
March 2022**





City of Richmond

Report to Committee

To:	Community Safety Committee	Date:	April 11, 2022
From:	Julie Drotar Superintendent, Acting Officer in Charge	File:	09-5000-01/2022-Vol 01
Re:	RCMP Monthly Activity Report – March 2022		

Staff Recommendation

That the staff report titled “RCMP Monthly Activity Report – March 2022”, dated April 11, 2022, from the Acting Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Att. 4

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

Staff Report

Origin

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

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

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

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

Analysis

Activities and Noteworthy Files

Distracted Driving Awareness

In partnership with ICBC, the Richmond RCMP promoted Distracted Driving Awareness month through increased public education and enforcement initiatives. Police officers and volunteers conducted a city-wide campaign aimed at increasing awareness of the dangers of distracted driving, which account for more than a quarter of all motor vehicle-related fatalities in BC.

Attempted Child Luring

On March 3, 2022, the Richmond RCMP received a report of an attempted child luring incident. A 13-year-old girl was walking in the 3700 block of Broadway Street when she was approached by a man who attempted to lure her into his vehicle. The Richmond RCMP issued a media release with a suspect and vehicle description. The incident is under investigation.

Break and Enter Arrests

On March 8, 2022, Richmond RCMP officers responded to a break and enter in the 8000 block of Heather Street. Although the suspects fled the location prior to police arrival, officers were able to locate the two men nearby and arrested them without incident. Both men have been charged with break and enter.

Fraud Arrests

On March 22, 2022, Richmond RCMP officers arrested two individuals in connection with a fraudulent gold investigation. The incident occurred on March 19, 2022, when the suspects had approached a man in the 5500 block of Garden City Road and attempted to sell him jewellery. Charges are expected against both suspects.

Policing Priorities in Action – Priority 1 Call Response Times

Priority 1 calls for service are the most urgent calls dispatched to police. In 2021, the average Priority 1 call response time in the City of Richmond was nine and a half minutes, which is a 19 per cent decline from the previous year.¹ Previous elevated response times in 2020 were partially attributed to some pandemic-related factors, an operational shift to a centralized deployment model as well as an increase in calls for service in residential areas.

To improve response times, Richmond RCMP modernized policing zone boundaries in the city resulting in an enhancement of service delivery, which better served the community. This change has streamlined police officer deployment allowing officers to be located closer to areas of greater demand. It is anticipated that this shift will continue to lead to reductions in call response times and improvements to the overall deterrence of criminal activity throughout the City of Richmond.

Analysis of Police Statistics

Arson

In March 2022, there were five reported arsons, which is up four incidents from the previous month and down four incidents from March 2021. No patterns or trends have been identified. The number of arsons this month is within the expected range.

Assault Serious (Assault with a Weapon)

There were 15 assault serious events in March 2022, which is up 36 per cent from the previous month and up seven per cent from March 2021. No patterns or trends have been identified. The number of serious assaults this month is within the expected range.

Auto Theft

In March 2022, there were 15 incidents of auto theft, which is down 32 per cent from the previous month and down 59 per cent from March 2021. No patterns or trends have been identified. The number of auto thefts this month is below the expected range.

¹ Excluding Zone 1/Vancouver International Airport. Priority 1 response time includes both the dispatch delay and the time spent by police to arrive at the scene of a call.

Drugs

In March 2022, there were 81 drug files, which is more than double the number reported the previous month and is up 84 per cent from March 2021. No patterns or trends have been identified. The number of drug incidents this month is above the expected range.

Of the incidents reported this month, 95 per cent occurred at the Vancouver International Airport. The increase in drug files has been partially attributed to an increase in air traffic, which has more than doubled compared to the same time last year.

Mental Health

There were 112 mental health-related incidents in March 2022, which is a 16 per cent decrease from the previous month and is an 18 per cent decrease from March 2021. No patterns or trends have been identified. The number of mental health-related incidents this month is within the expected range.

There were 86 police apprehensions this month and the average hospital wait time was 87 minutes; both of these statistics are within the expected ranges.

Residential Break and Enter

There were 36 break and enters to residences in March 2022, which is an increase of 16 per cent from the previous month and is a 13 per cent increase from March 2021. No patterns or trends have been identified. The number of residential break and enters this month is within the expected range.

Commercial Break and Enter

In March 2022, there were 46 break and enters to businesses, which is a 21 per cent increase from the previous month and is a 35 per cent increase from March 2021. No patterns or trends have been identified. The number of commercial break and enters this month is within the expected range.

Robbery

There were seven robbery incidents in March 2022, which is up two incidents from the previous month and is up three incidents from March 2021. No patterns or trends have been identified. The number of robberies this month is within the expected range.

Two of the incidents reported this month involved the use of a weapon. Suspects have been identified in four of the robbery files this month and of those incidents, three involved individuals were known to each other.

Sexual Offences

In March 2022, there were 23 sexual offence files, which is up 35 per cent from previous month and is up 10 per cent from March 2021.² No patterns or trends have been identified. The number of sexual offences this month is within the expected range.

Shoplifting

There were 69 reported shoplifting thefts in March 2022, which is a three per cent decrease from the previous month and is a 10 per cent increase from March 2021. No patterns or trends have been identified. The number of shoplifting thefts this month is within the expected range.

Theft from Automobile

There were 143 theft from automobile incidents in March 2022, which is up 49 per cent from the previous month and down 20 per cent from March 2021. No patterns or trends have been identified. The number of thefts from automobiles this month is within the expected range.

Hate Crimes and Incidents

Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2018 and March 31, 2022.³ A “hate crime” refers to any criminal offence targeting an identifiable group. The criteria for an offence to be considered a hate crime as per the *Criminal Code* carries a higher threshold and usually involves one or more criminal offences. A “hate incident” may be motivated by the same factors as a hate crime, but does not reach the threshold of being a criminal offence. The three events reported this month were related to anti-Asian comments and an incident involving a confrontation over a Russian flag.

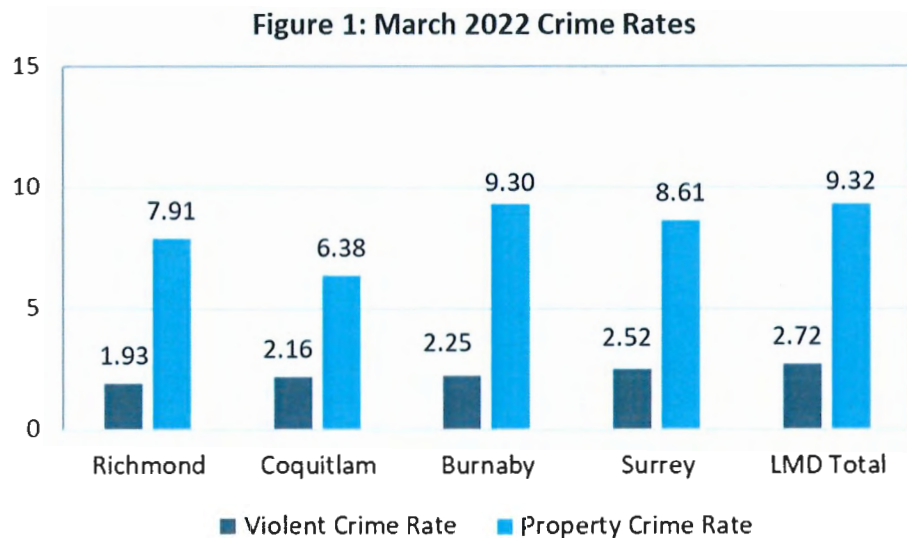
Table 1 – Hate Crimes and Hate Incidents			
Year	Hate Crime Files	Hate Incident Files	Total
2018	19	4	23
2019	11	9	20
2020	21	13	34
2021	19	29	48
2022	0	6	6

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

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

Crime Trends Across Jurisdictions

Data on crime rates is presented in Figure 1.⁴ In March 2022, out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the lowest violent crime rate and the second-lowest property crime rate.



Block Watch

At the end of March 2022, the Block Watch program had 297 groups totaling 6,867 participants. Currently, the program includes 422 captains and co-captains. This month, there were two virtual training sessions for captains and participants.

Community Police Station Programs

Community police stations enhance the Richmond RCMP Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. Due to the COVID-19 pandemic, all three community police stations have been closed to the public since March 2020. Volunteer deployments resumed in June 2020, in accordance with the guidelines established by RCMP 'E' Division's Crime Prevention Services; however, the scope of volunteer activities have been limited. City staff and volunteers have continued to pursue safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility. On March 21, 2022, the City Centre Community Police Station launched the soft opening to the public with the official opening date set for April 1, 2022.

⁴ Crime rate is calculated per 1,000 people.

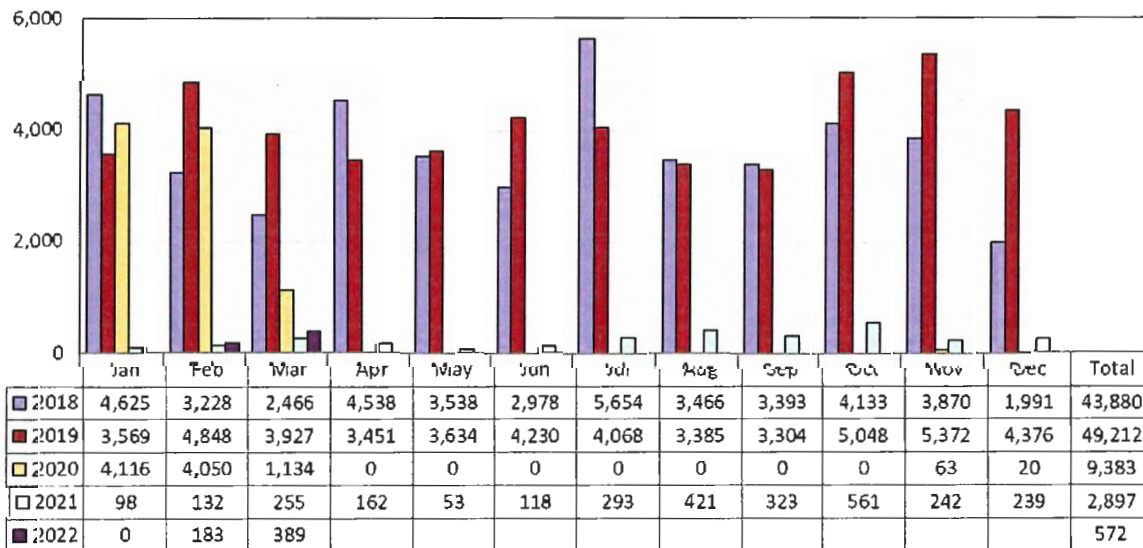
During the month of March, volunteer highlights included:

- Two Fail to Stop deployments took place, which resulted in 29 information letters.
- One Crime Watch deployment took place, during which volunteers checked 236 vehicles through the Stolen Auto Recovery program.⁵
- There were 16 Lock Out Auto Crime deployments, which resulted in 389 information letters being distributed.
- Speed Watch was conducted on 1,924 vehicles and 98 information letters were issued.
- March 1 – City staff provided refresher training to volunteers who will be resuming volunteer activities following a two-year hiatus due to the COVID-19 pandemic. Topics covered included crime prevention and road safety program overviews, in addition to deployment procedures.
- March 2 and 3 – Volunteers assisted RCMP officers with a Distracted Driving Blitz on No. 3 Road and Westminster Highway. A total of 646 vehicles were checked and police identified one prohibited driver and issued four violation tickets and nine warnings.
- March 8 and 9 – Volunteers assisted RCMP officers with a Distracted Driving Blitz on No. 3 Road and Westminster Highway. A total of 738 vehicles were checked and police issued eleven warnings. Seven information letters were also sent to registered vehicle owners.

Lock Out Auto Crime

Figure 2 provides a comparison by year of the number of vehicle notices issued.⁶

Figure 2: Lock Out Auto Crime Vehicles Issued a Notice



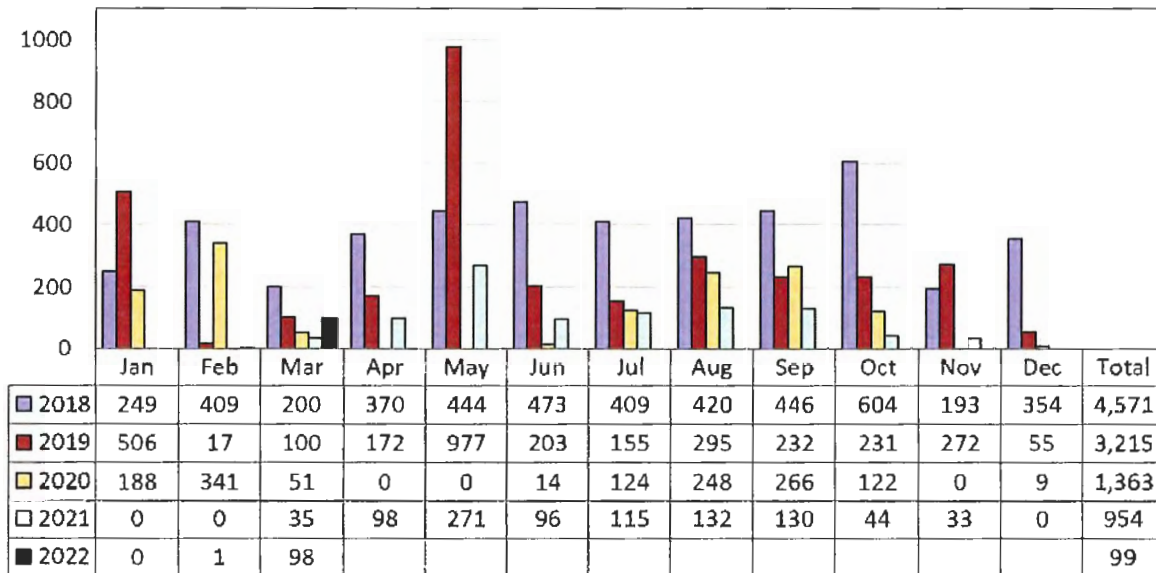
⁵ During Crime Watch deployments volunteers check for stolen vehicles and report suspicious activities to police.

⁶ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices due to COVID-19-related concerns. Letters are only issued to vehicles displaying security vulnerabilities; whereas previously, notices were issued to all vehicles. This has resulted in a significant reduction in the number of letters issued.

Speed Watch

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

Figure 3: Speed Watch Letters Sent

**Crime Prevention Unit**

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

- Business Outreach
- Community Foot Patrols
- Diversity and Inclusion Initiatives
- Lock Out Auto Crime
- Place of Worship Patrols
- Distracted Driving Blitzez

Road Safety Unit

The Road Safety Unit makes Richmond's roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. Table 2 compares statistics for March 2022 to both January 2022 and February 2022. Violation tickets were issued for the following infractions:

Table 2: Violation Tickets Issued

Infraction	January 2022	February 2022	March 2022
Distracted Driving	47	28	34
Driver License	115	85	91
Impaired	30	28	41
Intersection Offences	41	35	33
Moving Infractions ⁷	64	46	51
Speeding	134	126	106
Seatbelts	0	2	3
Vehicle Related ⁸	49	33	40
Other ⁹	9	5	5
Total	489	388	404

Victim Services

In March 2022, Richmond RCMP Victim Services met with 87 new clients and attended five crime/trauma scenes after hours. The unit currently maintains an active caseload of 140 files. In March, Victim Services responded to a number of cases involving medical-related sudden deaths, property crimes and mental health issues.

Youth Section

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

- The Youth Section concluded the second term of the Drug Abuse Resistance Education (DARE) program. A total of seven DARE classes were delivered to Grade 5 students this month.
- RCMP officers in the Youth Section conducted 33 proactive school visits at secondary schools and 27 visits at elementary schools. Police officers engaged with the students at recess and lunch, as well as during morning and afternoon supervision.

⁷ Moving infractions refers to unsafe lane change and unsafe passing.

⁸ Vehicle related refers to vehicle defects, for example no lights and no insurance.

⁹ Other refers to miscellaneous charges including failing to remain at the scene of an accident and failing to stop for police.

April 11, 2022

- 10 -

Financial Impact

None.

Conclusion

In March 2022, the Richmond RCMP conducted a number of noteworthy investigations, including fraud arrests and an attempted child luring. Police statistics for this month indicate that most crime types were within the expected ranges, with the exception of drug incidents, which were elevated and auto thefts, which were below the expected range.

In March, the Richmond RCMP partnered with ICBC to raise public awareness of distracted driving. In addition, the Community Engagement Team and volunteers continued to promote crime prevention and road safety initiatives. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.



Edward Warzel
Manager, RCMP Administration
(604-207-4767)

EW:

- Att. 1: Community Policing Programs
- 2: Crime Statistics
- 3: Crime Maps
- 4: Second Quarter Crime Prevention Newsletter

Auxiliary Constables

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

Block Watch

- Community-based crime prevention program aimed at helping neighbors organize themselves to prevent crime.
- Residents can receive email alerts of neighbourhood residential break and enters by registering their email addresses at: blockwatch@richmond.ca
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

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

Fail to Stop

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

Lock Out Auto Crime

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

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

Project 529

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

Speed Watch

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

Stolen Auto Recovery

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

Volunteer Bike and Foot Patrol Program

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

MARCH 2022 STATISTICS

RICHMOND RCMP

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

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

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	March-22	March		2021	2022	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	137	136.6	115-158	427	402	-6%	-25
Robbery <small>UCR 1510 (1-3)</small>	7	6.2	4-8	15	22	47%	7
Assault Common <small>UCR 1401</small>	50	43.6	36-51	137	132	-4%	-5
Assault Serious <small>UCR 1410, 1420</small>	15	13.4	11-16	40	44	10%	4
Sexual Offences <small>UCR 1501, 1502, 1503, 1504, 1505, 1506, 1507, 1508, 1509, 1511, 1512, 1513, 1514, 1515, 1516, 1517, 1518, 1519, 1520, 1521, 1522, 1523, 1524, 1525, 1526, 1527, 1528, 1529, 1530, 1531, 1532, 1533, 1534, 1535, 1536, 1537, 1538, 1539, 1540, 1541, 1542, 1543, 1544, 1545, 1546, 1547, 1548, 1549, 1550, 1551, 1552, 1553, 1554, 1555, 1556, 1557, 1558, 1559, 1560, 1561, 1562, 1563, 1564, 1565, 1566, 1567, 1568, 1569, 1570, 1571, 1572, 1573, 1574, 1575, 1576, 1577, 1578, 1579, 1580, 1581, 1582, 1583, 1584, 1585, 1586, 1587, 1588, 1589, 1590, 1591, 1592, 1593, 1594, 1595, 1596, 1597, 1598, 1599, 1600</small>	23	13.6	8-19	56	53	-5%	-3
PROPERTY CRIME (UCR 2000-Series Offences)	630	642.0	591-693	1642	1597	-3%	-45
Business B&E <small>UCR 2201</small>	46	33.6	26-41	80	114	43%	34
Residential B&E <small>UCR 2202</small>	36	41.6	32-51	99	98	-1%	-1
Auto Theft <small>UCR 2203</small>	15	28.6	24-33	73	57	-22%	-16
Theft from Auto <small>UCR 2204</small>	143	186.0	160-212	434	373	-14%	-61
Theft <small>UCR 2205</small>	77	81.0	61-101	176	206	17%	30
Shoplifting <small>UCR 2206</small>	69	69.4	55-84	192	183	-5%	-9
Fraud <small>UCR 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300</small>	73	79.0	68-90	228	196	-14%	-32
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	248	182.6	166-199	622	641	3%	19
Arson <small>UCR 3001</small>	5	3.8	1-7	18	11	-39%	-7
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1016	957.2	922-992	2693	2643	-2%	-50
DRUGS (UCR 4000-Series Offences)	81	48.2	36-61	118	132	12%	14
MHA RELATED CALLS (MHA files or Mental Health flag)	112	143.6	118-169	374	349	-7%	-25

Prepared by Richmond RCMP Crime Analysts. Data collected from PRIME on 2022-04-04. Published 2022-04-05. These data are operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

Residential Break & Enter March 2022



Legend

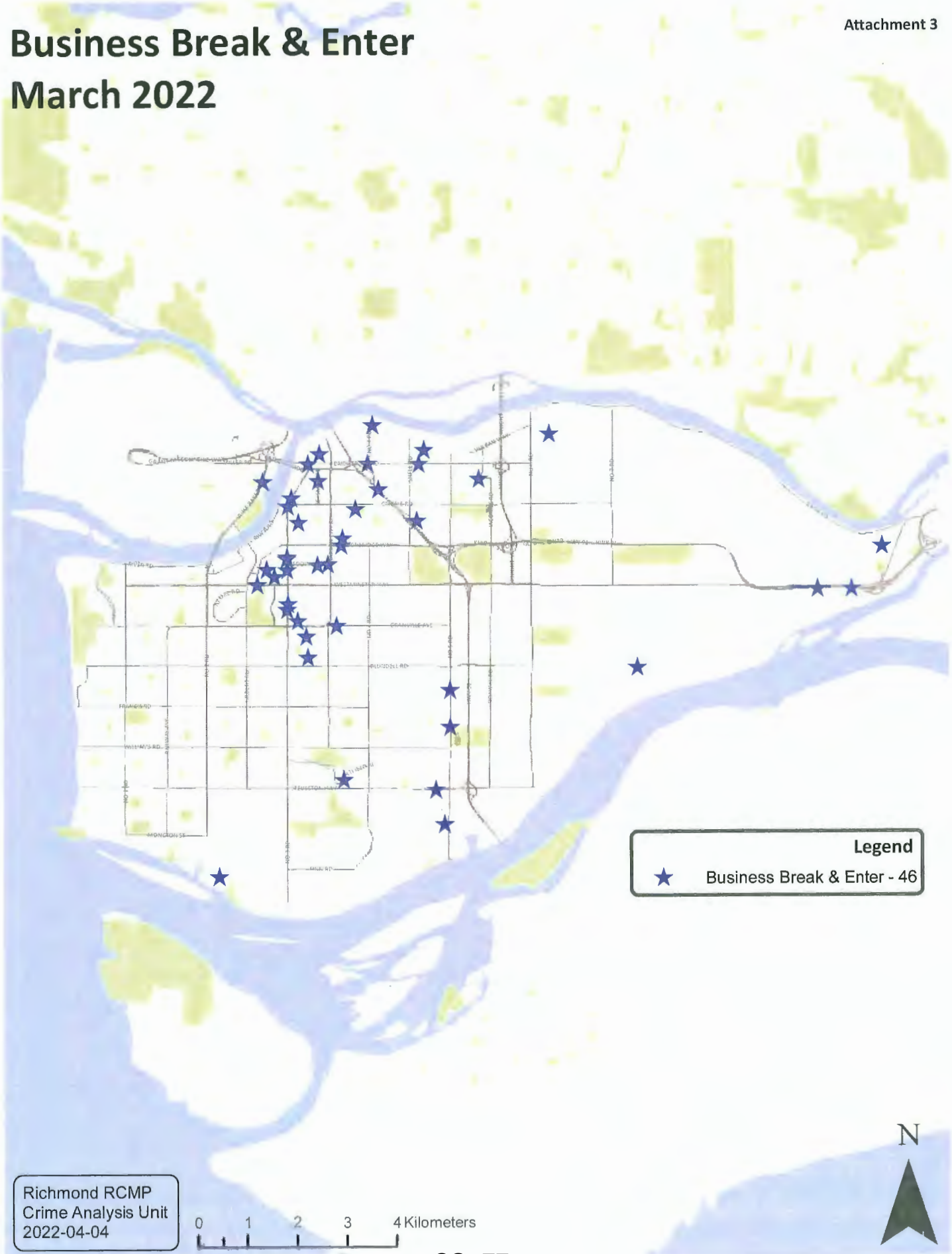
 Residential Break & Enter - 36

Richmond RCMP
Crime Analysis Unit
2022-04-04

0 1 2 3 4 Kilometers

CS- 76

Business Break & Enter March 2022



Richmond RCMP
Crime Analysis Unit
2022-04-04

0 1 2 3 4 Kilometers

CS- 77

Auto Theft March 2022



Theft from Auto March 2022



Richmond RCMP
Crime Analysis Unit
2022-04-04

0 1 2 3 4 Kilometers

CS- 79

CRIME PREVENTION

Attachment 4

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Safety Tips for Outdoor Activities

As the weather becomes warmer, people are going outdoors to appreciate the beautiful weather. People may be going out for walks at the park, playing outdoor sports, or biking in their neighbourhood. These are fun activities to do with friends and family, but thieves will often prey on those who are unaware. Below are some outdoor safety tips that can help people enjoy their time while feeling protected.

- Be aware of your surroundings – pay some attention to your surroundings. Thieves often target those who are unaware or distracted.
- Plan ahead – If you are going to an unfamiliar area, do some research on your destination. It is good to have some knowledge of the area in case of emergencies or sudden weather changes.
- Lock your vehicle – Whether you are going to the park or biking along the dyke, remember to lock your vehicle when you step away.
- Close all your car windows – The weather may be getting warmer so it might be tempting to leave your window opened. However, this provides thieves easy access to your car. Remember to close all your windows and sunroof.
- Bring a buddy – If you do not feel safe walking alone, ask a friend or family member to walk with you.
- Keep your belongings close – It is convenient to leave our belongings on the side of the court when we are playing sports or having a picnic. However, it can be a prime opportunity for thieves as we are distracted. Thus, it is recommended to keep your belongings close and in your line of sight.
- Avoid dark areas – stay in well-lit and populated area as many people can see you if you are in trouble.
- Reflective clothing – If you are walking at night, it is recommended to wear something bright or reflective so other people and drivers can see you.
- Valuables in cars – some of our equipment or belongings are in the car when we go out. Keep them out of sight by putting it in the trunk.
- Pets in cars—never leave your pet in the car, especially in warmer temperature.



Neighbourhood Safety

Crime can happen to anyone, anywhere. Residential related property crime comes in many different forms and one of the most common is burglary. Break-ins can be costly, both financially and emotionally. Costs of home repairs, insurance deductible, replacement of stolen items, missed time from work, and most importantly, loss of your sense of privacy and safety in your own homes. Good news is that, people can take plenty of preventative measures to protect their homes and neighbourhoods. Working together with neighbours and family members, having extra set of eyes and ears when you can't be there makes a huge difference in minimizing crime and creating a safer community. It is always better to prevent a crime from happening than have to try to resolve it after it has happened.

Neighbourhood safety requires a team effort, but it starts with you. What can you do to make your neighbourhood a safer place? Here are some ways to make your neighbourhood safer:

- ◆ Know the people in your neighbourhood—familiarize yourself with neighbours and their vehicles so that you can recognize suspicious people and activities in your area.
- ◆ If you see something, say something—report all suspicious person and activity to the police. Don't forget to let your neighbours know as well.
- ◆ Keep your neighbours informed—let your trusted neighbours know that you will be away for a few days. Have them pick up your newspaper, mail and report any suspicious behaviour around your home if they see it.
- ◆ Improve security at entry points—install motion-detector lights in the back/side of your house, security system, and secondary locks on all doors and windows.
- ◆ Lock all doors and windows—check every time before you leave the house. This includes the door between the garage and the house.
- ◆ Make sure your garage door is fully closed—before driving away and before heading inside your house.
- ◆ Never leave anything out in plain sight inside your car—don't give anyone any reason to target your car. Bring your garage door opener inside with you, otherwise thieves can use it to gain access to your garage and possibly your home if they break into your vehicle.

Security has to be habitual. It should become second nature to you to secure doors and windows, to turn on your alarm system and cameras, and to turn on motion-sensor lights before heading out. Improving and installing preventative measures yet not use it, does nothing to prevent burglary.

Be a proactive member in your community to promote safety. Contact us today, to start a new Block Watch group or join an existing one in your neighbourhood.



What is ransomware?

Ransomware is a type of malicious software that is often downloaded onto your devices after you click on infected attachments, links or pop-up ads. It denies a user's access to their files and systems until ransom is paid. Criminals will often threaten to permanently destroy your data or release your data publicly if you do not pay in time. They usually ask for payment in digital currency due to its difficulty in tracing. Other form of payment could be gift cards or prepaid credit cards.

There is no guarantee that criminals will unlock your files and systems after ransom is paid. It can also be difficult and sometimes impossible to recover encrypted files, it is best to protect yourself against a ransomware attack by preventing the initial download of malware onto your devices.

- ◆ Do not answer suspicious emails and do not click on any links in them.
- ◆ Be cautious of any unsolicited email.
- ◆ Ensure a backup plan for your data that is consistent and frequent.
- ◆ Install reputable, up-to-date anti-malware and anti-virus protection software.
- ◆ Scan all software and files downloaded from the internet prior to executing.



To start a Block Watch Group

Interested in starting a Block Watch group? Let us tell you a little about Block Watch! Block Watch is a program that brings the police and the communities together. This program helps you build connections and relationships with people in your neighborhood and the police while striving for the common goal of crime prevention.

Select a Captain/Co-Captain

- ◆ Each Captain/Co-Captain must submit an application and complete a Police Information Check

Recruit and build your group

- ◆ Recruit homes that are near to you. To build an effective Block Watch, try to involve 50-75% of households in your area. We will provide you with recruitment packages.

Complete activation of your team

1. **Complete** Block Watch Captain/Participant training - Register as many of your group as you can for a virtual training session.
2. **Submit** your participating household list.
3. **Qualify** for Block Watch street signs once above steps are completed.

If you are interested in creating a Block Watch group in your area, email us your name and address at blockwatch@richmond.ca or call 604-207-4829.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Cashing in on Crime Prevention: Tips to Securing Your Cash

Many businesses have cash registers in their store or restaurant. They often have procedures to clear out the cash before the night ends such as moving the cash to a secured safe or delivering the money to the bank. However, even with all these careful procedures, thieves will often find a way to steal cash from the business. Therefore, businesses can use certain methods to minimize the stolen goods.



Below are some tips for cash crime prevention:

- Have good cash control by keeping nothing in your cash drawer when closing your business.
 - ◊ By doing so you are removing the opportunity for crime. If there isn't anything to steal, why would they try to break in?
- Keep your cash register locked after use.
- Have signs that say you don't carry cash overnight.
- Keep your front doors and windows clear of signs and posters so that the business is visible by employees and outside observers. The front of your cash register area where the customers would stand should be clearly visible to outside observers as well as it provides a line of sight to spot out suspicious activities. If a break in were to happen, people might be able to see the crime happen and call the police.
- Have the cash register and safe bolted down securely to the counter or the ground.
 - ◊ Thieves will sometimes steal the entire cash register and safe if it is not bolted to the ground or to a secure surface.
- Make sure you have the correct type of safe in your store.
 - ◊ There are different types of safes that you can purchase at the store. However, choosing the right safe will make it harder for thieves to steal the money. Make sure to purchase commercial grade safes instead of residential safes.
- Install security cameras around your point of entries and the area near your cash register.
 - ◊ Security cameras can be your extra pair of eyes when you are away. Sometimes they can be a deterrence for thieves as they do not want to get caught. If they do commit a crime, then security cameras can be used to provide evidence.

Motion: Carol Day

Car Hailing fines for passengers

Resolution

- (1) That a letter be written to the Province requesting an examination of penalties for passengers using illegal ride-hailing services; and
- (2) That staff be directed to raise the possibility of penalties for passengers using illegal ride-hailing service the Inter-Municipal Business Licence advisory working group.

Rational:

As reported by staff and the Richmond News people are using illegal ride hailing cars and subsequently large fines are issued to the drivers.

Ride-hailing drivers need to have a Class 4 driver's licence and undergo a vulnerable-persons criminal record check. Illegal car ride companies do not follow the rules and are fined thousands of dollars but until there is a penalty for passengers this policy is proactive instead of reactive.

Fines for passengers would force people to insure the companies they hire are in fact licenced.

<https://www.richmond-news.com/local-news/illegal-ride-hailing-sting-in-richmond-nets-18000-in-fines-5299474>