



Community Safety Committee

Council Chambers, City Hall
6911 No. 3 Road

Tuesday, May 11, 2021
4:00 p.m.

Pg. # ITEM

MINUTES

CS-5 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on April 13, 2021.*



NEXT COMMITTEE MEETING DATE

June 15, 2021, (tentative date) at 4:00 p.m. in Council Chambers

COMMUNITY SAFETY DIVISION

1. **PROPERTY USE MONTHLY ACTIVITY REPORT - MARCH 2021**
(File Ref. No. 12-8375-02) (REDMS No. 6656873)

CS-10

See Page CS-10 for full report

Designated Speaker: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Property Use Monthly Activity Report – March 2021”, dated April 12, 2021, from the General Manager, Community Safety, be received for information.



Community Safety Committee Agenda – Tuesday, May 11, 2021

Pg. #

ITEM

2. **COMMUNITY BYLAWS PARKING ENFORCEMENT AND ANIMAL SERVICES MONTHLY ACTIVITY REPORT – MARCH 2021**
(File Ref. No. 12-8060-01) (REDMS No. 6656746)

CS-15

[See Page CS-15 for full report](#)

Designated Speaker: Susan Lloyd

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – March 2021”, dated April 16, 2021, from the General Manager, Community Safety, be received for information.



3. **BUSINESS LICENCES QUARTERLY REPORT – FIRST QUARTER 2021**
(File Ref. No. 12-8375-03) (REDMS No. 6656950)

CS-23

[See Page CS-23 for full report](#)

Designated Speaker: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Business Licences Quarterly Report – First Quarter 2021”, dated April 12, 2021, from the General Manager Community Safety be received for information.



4. **EMERGENCY PROGRAMS ACTIVITY REPORT - FIRST QUARTER 2021**
(File Ref. No. 09-5140-01) (REDMS No. 6658427)

CS-27

[See Page CS-27 for full report](#)

Designated Speaker: Deputy Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the report titled “Emergency Programs Activity Report – First Quarter 2021”, dated April 15, 2021, from the Deputy Fire Chief be received for information.



Community Safety Committee Agenda – Tuesday, May 11, 2021

Pg. #

ITEM

5. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT - MARCH 2021**

(File Ref. No. 99-Fire Rescue) (REDMS No. 6652949)

CS-31

See Page CS-31 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – March 2021", dated April 13, 2021, from the Fire Chief, be received for information.



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Tim Wilkinson

Item for discussion:

New staff announcements

7. **RCMP MONTHLY ACTIVITY REPORT - MARCH 2021**

(File Ref. No. 09-5000-01) (REDMS No. 6647053)

CS-42

See Page CS-42 for full report

Designated Speaker: Chief Superintendent Will Ng

STAFF RECOMMENDATION

That the staff report titled "RCMP Monthly Activity Report - March 2021 ", dated April 9, 2021, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



8. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Chief Superintendent Will Ng

Item for discussion:

Introduction of New Superintendent

Community Safety Committee Agenda – Tuesday, May 11, 2021

Pg. #

ITEM

9. MANAGER'S REPORT

ADJOURNMENT





Community Safety Committee

Date: Tuesday, April 13, 2021

Place: Council Chambers
Richmond City Hall

Present: Councillor Bill McNulty, Chair
Councillor Carol Day (by teleconference)
Councillor Alexa Loo (by teleconference)
Councillor Harold Steves (by teleconference)
Councillor Michael Wolfe (by teleconference)

Also Present: Councillor Chak Au (by teleconference)
Councillor Linda McPhail (by teleconference)

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

AGENDA ADDITION

It was moved and seconded
That Exterior Residential Lighting be added to the agenda as Item No. 9

CARRIED

MINUTES

It was moved and seconded
That the minutes of the meeting of the Community Safety Committee held on March 9, 2021, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

May 11, 2021, (tentative date) at 4:00 p.m. in the Council Chambers

Community Safety Committee
Tuesday, April 13, 2021

COMMUNITY SAFETY DIVISION

1. PROPERTY USE MONTHLY ACTIVITY REPORT – FEBRUARY 2021

(File Ref. No. 12-8375-01) (REDMS No. 6641541)

In response to queries from Committee, staff advised that (i) Unsightly Premises include all properties and that the majority of calls are seasonal issues, (ii) sides of roads are classified under Boulevard Maintenance, (iii) prior to exceeding the soil exemption limit, a Stop Work Order was issued to a property on McLennan Avenue, (iv) City bylaws hold property owners responsible for any garbage on their property, and (v) if abandoned litter is found by City crews, Community Bylaws is contacted to collect litter as evidence.

It was moved and seconded

That the staff report titled “Property Use Monthly Activity Report – February 2021”, dated March 11, 2021, from the General Manager, Community Safety, be received for information.

CARRIED

2. COMMUNITY BYLAWS PARKING ENFORCEMENT AND ANIMAL SERVICES MONTHLY ACTIVITY REPORT – FEBRUARY 2021

(File Ref. No. 12-8060-01) (REDMS No. 6622734)

In response to queries from Committee, staff advised that (i) canvassing for dog licenses is currently underway with an expected approximate 8000 dog license renewals, (ii) the transition from RAPS to BC SPCA has been smooth, with an increase in service due to more officers working with SPCA, (iii) a parking ticket was issued in Burkeville due to all four tires being on the roadway, and (iv) BC SPCA and Community Bylaws are providing public education on off-leash dogs through pamphlet distribution and social media.

It was moved and seconded

That the staff report titled “Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – February 2021”, dated March 12, 2021, from the General Manager, Community Safety, be received for information.

CARRIED

Community Safety Committee
Tuesday, April 13, 2021

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – FEBRUARY 2021**

(File Ref. No.) (REDMS No. 6616265)

In response to queries from Committee, staff advised that (i) Richmond Fire-Rescue is restricted from transporting patients due to current legislation, (ii) a staff memorandum with a list of patient transfer services in Richmond will be provided to Council, (iii) HazMat incidences are mostly minor events, and (iv) the natural gas leak on April 9, 2021 was attended to and resolved with coordination by various departments in the City.

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – February 2021”, dated March 9, 2021, from the Fire Chief, be received for information.

CARRIED

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Items for discussion:

(i) ***Emergency Programs Quarterly Report Update***

Staff noted that Emergency Programs updates will be included in the Richmond Fire-Rescue Monthly Activity Report starting in April.

(ii) ***Hiring for Fire and Life Safety Educator***

Staff provided an update on the hiring of a Fire and Life Safety Educator, noting that the employee has a strong background in public education and social media.

(iii) ***Immunization Plan for Richmond Fire-Rescue***

Staff provided an updated on the voluntary immunization plan for Richmond Fire-Rescue, noting that staff, including RCMP and Richmond school teachers and staff members, will all be vaccinated within five weeks starting April 16, 2021.

Community Safety Committee
Tuesday, April 13, 2021

5. **2021-2022 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN – COMMUNITY PRIORITIES**
(File Ref. No. 09-5000-01) (REDMS No. 6599735)

It was moved and seconded

That the priorities, Property Crime, Organized Crime, Road Safety and Vulnerable Persons, listed in the staff report titled "2021-2022 Richmond RCMP Detachment Annual Performance Plan-Community Priorities", dated March 5, 2021 from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond RCMP Detachment's fiscal year 2021-2022 (April 1, 2021 to March 31, 2022) Annual Performance Plan.

CARRIED

6. **RCMP MONTHLY ACTIVITY REPORT – FEBRUARY 2021**
(File Ref. No. 09-5000-01) (REDMS No. 6626794)

In response to queries from Committee, staff advised that (i) regular RCMP members should continue to triage mental health patients and that the potential of a holding room would have to be discussed with Vancouver Coastal Health, (ii) all efforts are made to ensure that female sexual offence victims are accompanied by female officers, (iii) there are sufficient officers with trauma sensitivity training, and (iv) the majority of Violation Tickets this month were issued to those attending restricted social gatherings.

It was moved and seconded

That the staff report titled "RCMP Monthly Activity Report - February 2021", dated March 8, 2021 from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

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

Items for discussion:

(i) ***Immunization Plan for RCMP Staff***

Staff noted that they have received Vancouver Coastal Health approval to have front line RCMP officers vaccinated beginning April 16, 2021.

(ii) ***Hiring of YVR Commander Inspector***

Staff noted that a new YVR commander inspector started last week to oversee Provincial Health Orders and Covid operations at YVR.

Community Safety Committee
Tuesday, April 13, 2021

(iii) Increased RCMP Presence in Hamilton

Staff noted that there is an increase in RCMP presence in Hamilton due to the recent criminal activities, to provide community support and ensure safety. It was also noted that community engagement events can be advertised through City social media channels, however it is important to not diminish the effectiveness of the event.

8. MANAGER'S REPORT

None.

9. EXTERIOR RESIDENTIAL LIGHTING

(File Ref. No.)

Discussion took place on exterior light pollution and the potential drafting of a bylaw or guidelines surrounding external residential lighting, and as a result the following **referral motion** was introduced.

It was moved and seconded

That staff examine options for a bylaw or guidelines for external residential lighting in Richmond.

CARRIED

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:58 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 13, 2021.

Councillor Bill McNulty
Chair

Shannon Unrau
Legislative Services Associate



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 12, 2021
From: Cecilia Achiam **File:** 12-8375-02/2021-Vol
General Manager, Community Safety 01
Re: **Property Use Monthly Activity Report - March 2021**

Staff Recommendation

That the staff report titled "Property Use Monthly Activity Report – March 2021", dated April 12, 2021, 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"/>
Engineering	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Property Use department provides information and statistics for enforcing bylaws related to grease, soils, zoning and short-term rentals as education and public awareness initiatives.

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

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

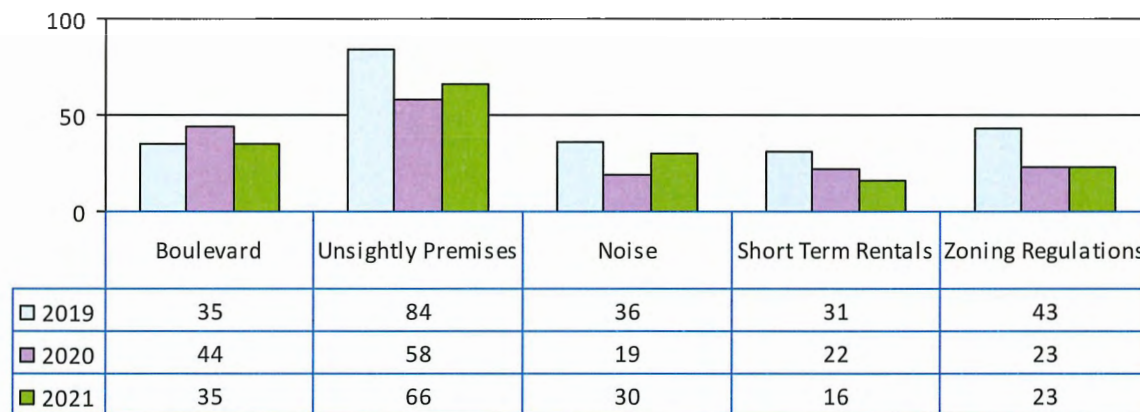
1.1 Enhance safety services and strategies to meet community needs.

Analysis

Property Use

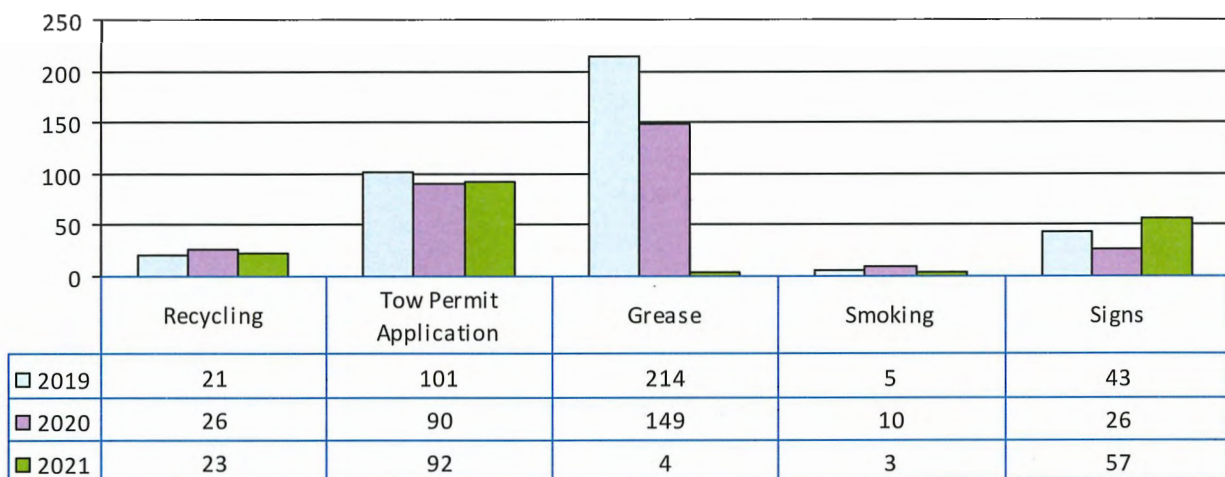
Property use enforcement matters are divided among several groups in Community Bylaws, Engineering, Business Licencing and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors. Figure 2 shows all other property related enforcement.

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



In comparison to this time period in 2020, the overall call number is essentially the same, while there are differences among some of the categories. March is the last month that calls related to noise and smoking were to be handled by Vancouver Coastal Health. It is expected that this call volume will increase in future months.

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



Grease

The Grease Officer remains focused on education and communication. During the month of March, the Grease Officer undertook four regular grease-trap inspections, which are reflected in the cumulative total shown in Figure 2. There were no violation notices issued for contraventions of the Drainage, Dyke and Sanitary Sewer Bylaw No. 7551.

Grease inspections in 2021 have occurred primarily through focused investigations and working directly with properties in areas with observed issues in the sanitary system. With most of the food establishments re-opened from COVID-related closures in 2020, a plan is in place to continue inspections on a priority basis and restore to full capacity over the next several months.

Soils

During the month of March, the Soil Bylaw Officer conducted 58 site inspections and is currently addressing 34 properties that are considered to be in non-compliance. A removal order was issued for 7291 No. 6 Road (the deadline to remove is April 30, 2021). There are also nine soil deposit proposals under various stages of review by City staff and the Soil Bylaw Officer continues to monitor 12 approved sites.

The City is awaiting a decision from the ALC for two projects which previously received endorsement from City Council:

- 5800 No. 7 Rd (Mahal)
- 19740 River Rd (Jagbar Farms)

Bylaw Prosecutions

Bylaw prosecutions occur when a bylaw violation cannot be resolved through education or ticketing. In these cases when staff cannot achieve compliance, the file is then prepared for trial.

in Provincial Court. On a go forward basis, this monthly activity report will include summaries of new bylaw prosecution files as well as those that have been resolved through a trial or consent agreement.

For the month of March, information was sworn in for bylaw violations at the following address:

- 6360 No. 6 Road – Non-compliance with Zoning, Building and Business regulations

This month there were no trials or cases that were settled with a consent agreement.

Ticketing

As shown in Table 1, there were six tickets issued in March related to Property Use offences. The tickets this month were related to short-term rental and noise (construction) bylaw violations.

Table 1: Property Use Bylaw Violations

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	4	7
Soil Removal & Fill Deposit Offences	0	0
Watercourse Protection Offences	0	0
Unsightly Premises	0	3
Noise	2	5
Grease Trap Offences	0	0
Totals	6	15

Revenue and Expenses

Revenue in Property Use is derived from soil permit revenue, tickets and court fines. Revenue in March was close to budgeted and year-to-date revenue remains high due to the court fines received in January. The full results are shown in Table 2.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Mar 2021	Actual Mar 2021	YTD Budget Mar 2021	YTD Actual Mar 2021
Towing Permits	2,090	1,798	5,770	5,020
Soil Permit Applications	250	0	750	0
Other Bylaw Fines	9,994	9,525	27,587	42,700
Total Revenue	12,334	11,323	34,107	47,720

In addition to positive results related to revenue year to date, the overall budget position is improved further by lower than budgeted expenses. This is primarily due to the delayed hiring of bylaw enforcement officers dedicated to short-term rentals. The full results are shown in Table 3.

Table 3: Property Use Revenue and Expenses

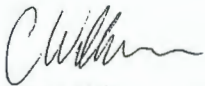
		YTD Budget Mar 2021	YTD Actual Mar 2021
Property Use	Revenue	34,107	47,720
	Expenses	344,067	199,052
	Net Revenue (Expense)	(309,960)	(151,332)

Financial Impact

None.

Conclusion

Property Use administers a wide range of bylaws related to land use, unsightly premises, short-term rentals, soil and grease. This report provides a summary of this month's activity, including revenue and expenses.



Carli Williams, P.Eng.
Manager, Business Licence and Bylaws
(604-276-4136)



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 16, 2021
From: Cecilia Achiam **File:** 12-8060-01/2021-Vol
General Manager, Community Safety 01
Re: **Community Bylaws Parking Enforcement and Animal Services Monthly
Activity Report – March 2021**

Staff Recommendation

That the staff report titled “Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – March 2021”, dated April 16, 2021, 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"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

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

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

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

1.1 Enhance safety services and strategies to meet community needs.

Analysis

Dog Licencing and Patrols

In March the total number of dogs licenced was 737 dogs. This figure represents 120 new dog licence applications and 617 dog licence renewal applications. The total number of dogs licenced year to date is 6,472. There is approximately 900 unpaid renewal licences for dog accounts within the City. Community Bylaws has begun their yearly canvassing program which includes follow-up and collection on the unpaid renewal licences, which were due and payable by February 28, 2021.

BC SPCA Officers conducted 128 on-foot patrols of 32 parks and dykes located within the City. Figure 1 below highlights the top five patrolled parks followed by Figure 2, which represents BC SPCA Officer public engagement while conducting enforcement and education within the parks for the month of March. Figure 3 below represents the 159 calls for service that the BC SPCA Officers attended for the month of March. The highest individual category for number of calls for service was 21 for injured wildlife, with the majority related to bird-vehicle collision. Additionally, the BC SPCA Officers conduct both education and enforcement which includes licence checks, muzzling requirements and general animal services and dog licencing violations, while continuing to foster a strong relationship within the community.

Figure 1: Parks Patrolled by BC SPCA

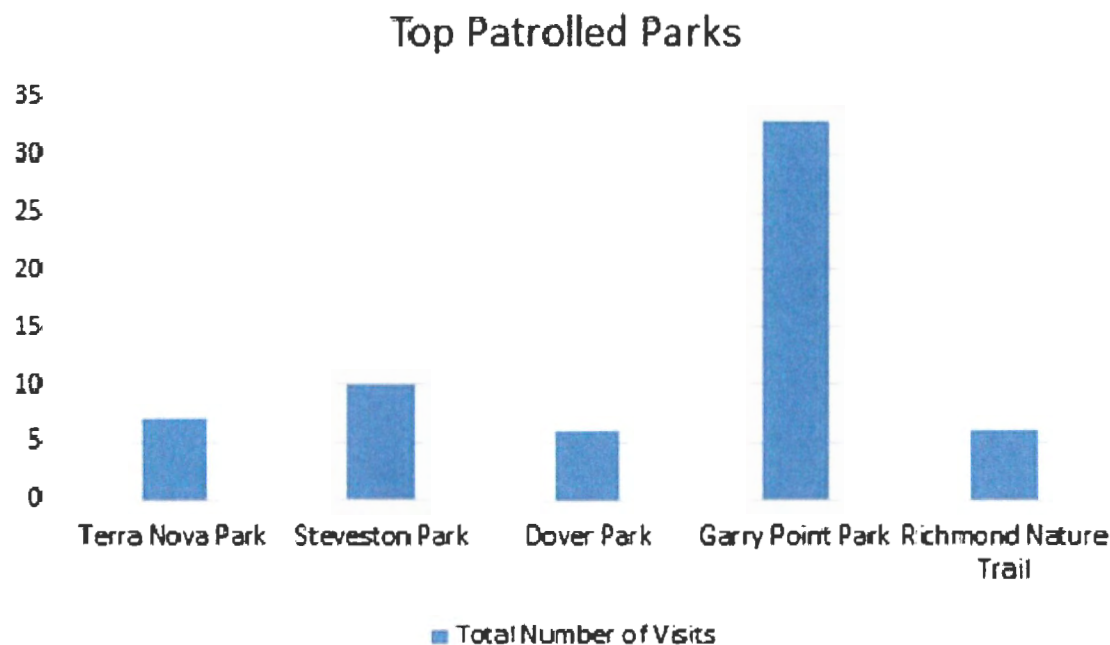


Figure 2: Education and Enforcement by BC SPCA

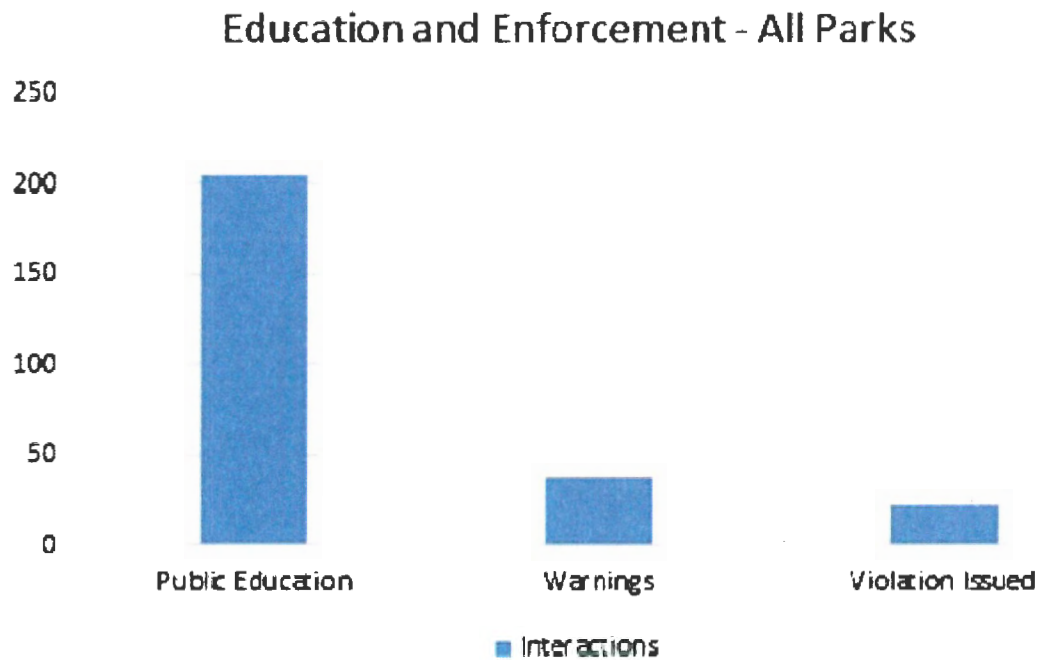
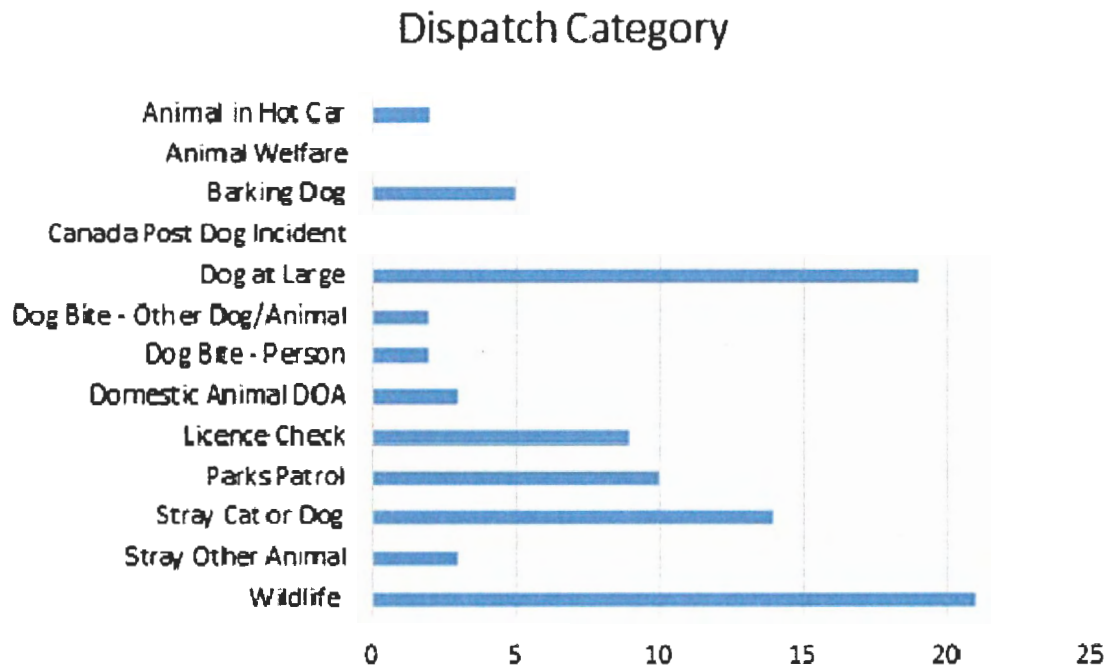


Figure 3: Dispatch Calls for Service - Animals



Parking Enforcement

For the month of March 2021, Parking Officers continue to monitor assigned files while proactively patrolling City owned off-street parking lots for compliance of pay parking and City roadways for stopping and parking offences. Parking Officers also conduct monthly, rotational school patrols, which are prioritized based on both public and school staff concerns.

Parking Officers attended 202 calls for service, out of which 196 were for parking and/or stopping related offences and six calls for service were attributed to COVID-19 social distancing and unauthorized use of a City sports field. Management of files by Parking Officers is priority based, with all safety and obstruction requests receiving top priority.

Figure 4 reflects the monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 5.

Figure 4: Parking Violations Issuance Comparison

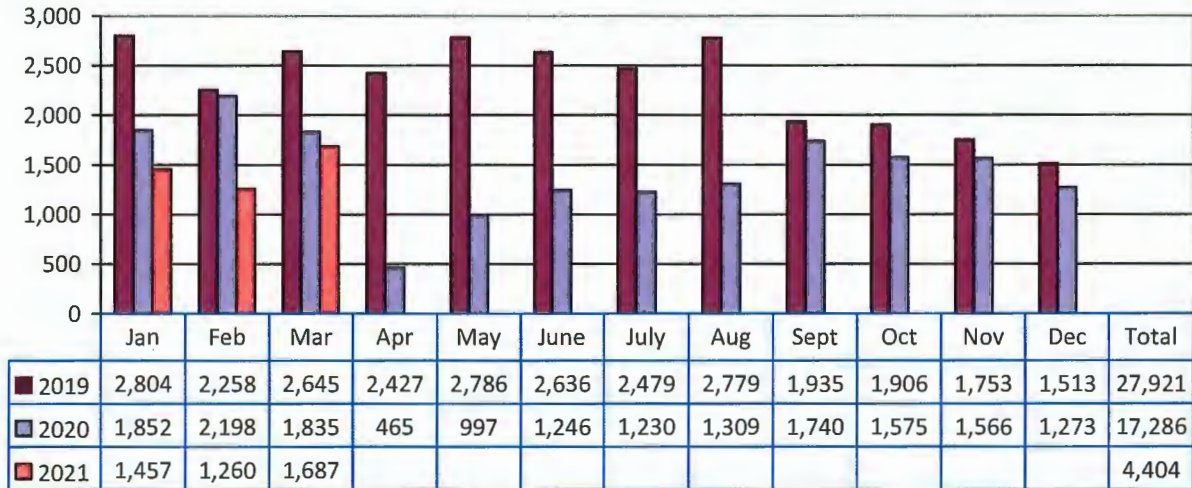
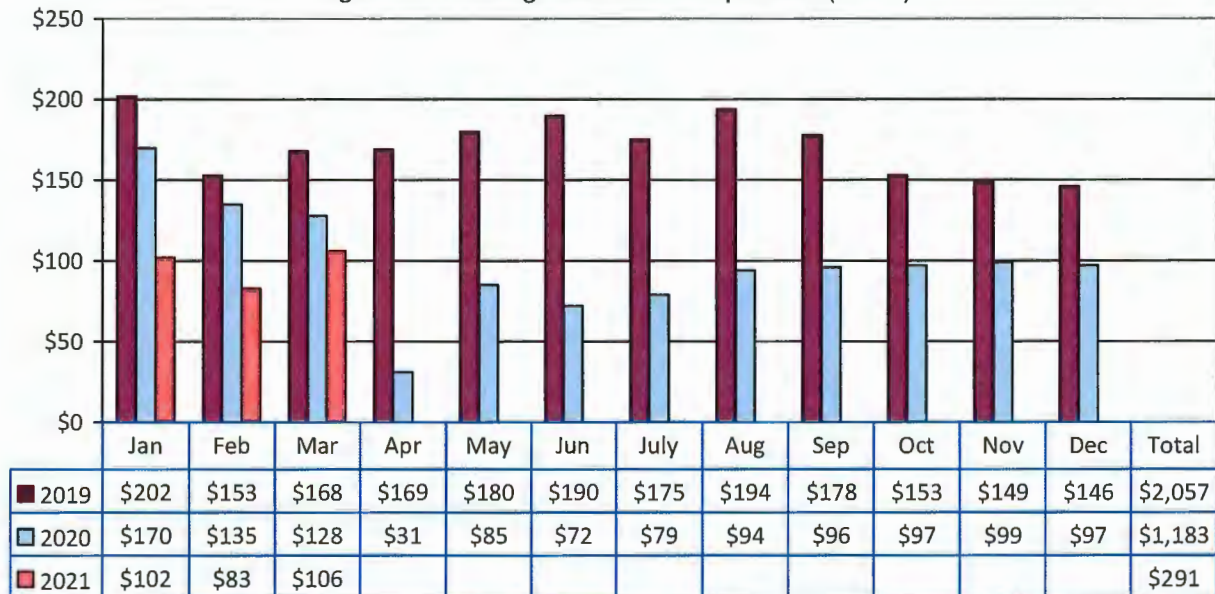


Figure 5: Parking Revenue Comparison (000's)



Ticket Issuance

Parking violations make up the majority of tickets issued by Bylaw Enforcement Officers. Table 1 exhibits the number of parking violations issued together with the number of animal services violations issued.

Table 1: Violations Issued

Ticket Issuance	March	YTD
Parking & Stopping Offences	1,687	4,404
Animal Services Offences	35	52
Totals	1,722	4,456

Ticketing issuance has risen slightly since last month due in part to improved weather conditions and an increase in vehicular traffic on the roadways. Revenue continues to be lower than in previous years not only due to the redeployment of resources to support education and enforcement of the public health orders but an increasing amount of individuals working from home due to the risk of spreading COVID-19, which has resulted in less traffic violations being issued.

Bylaw Adjudication

The next adjudication hearing is scheduled for May 27, 2021.

Revenue and Expenses

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

Community Bylaws continues to see a decline in the purchase of newspaper box permits, particularly within the last five years, which is reflected in the revenue shown below in Table 2. At the height of the program in 2015, we had 432 vendors with generated revenue of approximately \$44,000.00. In March, the Georgia Straight closed their permit accounts, which leaves eight active vendors with newspaper box permits within the City.

Community Bylaws is currently conducting an audit of all newspaper boxes located throughout the city to ensure that they are associated with the remaining eight vendors. Any costs associated with the removal of newspaper boxes will be borne by the vendors as outlined in the Newspaper Distribution Regulation Bylaw No. 7954 Section 2.4.

Table 2: Parking and Animal Services Revenue by Source

Program Revenue	Budget Mar 2021	Actual Mar 2021	YTD Budget Mar 2021	YTD Actual Mar 2021
Contract Revenue ¹	6,412	5,000	18,147	15,000
Filming Revenue	0	2,912	0	3,321
False Alarm	4,533	625	13,600	5,875
Dog Licences	22,878	37,481	112,416	140,612
Newspaper Box Permits	4,714	0	12,953	4,503
Animal Services Fines	958	1,200	4,709	6,525
Parking Revenue ²	218,450	106,208	618,259	290,850
Receivable Income ³	10,688	0	30,244	0
Total Revenue	268,633	153,426	810,328	466,686

Table 3: Parking & Animal Services Revenue and Expenses

		YTD Budget Mar 2021	YTD Actual Mar 2021
Parking⁴	Revenue	693,203	319,549
	Expenses	448,782	272,510
	Net Revenue (Expense)	244,421	47,039
Animal Services⁵	Revenue	117,125	147,137
	Expenses ⁶	251,995	52,674
	Net Revenue (Expense)	(134,870)	94,463

¹ City Towing Contract with Rusty's towing

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

³ COVID-19 reimbursement claim with Emergency Management British Columbia (EMBC) was reconciled which cleared the deficit

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

⁵ Includes dog licences and animal services fines from Table 2

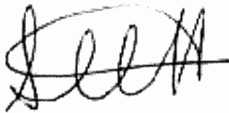
⁶ Effective February 1, 2021, SPCA contract is now managed through Parking and Animal Services

Financial Impact

None.

Conclusion

Parking and Animal Services administers a wide range of bylaws related to parking, animal services, public parks and school grounds. This report provides a summary of monthly enforcement and educational activity, including revenue and expenses. Due primarily to the impact of the COVID-19 Pandemic, ticketing revenue continues to decrease. However, the decrease in revenue was managed and partially offset by a decrease in costs in all areas of the department.

A handwritten signature in black ink, appearing to read 'Susan Lloyd', with a horizontal line drawn through the middle of the signature.

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



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 12, 2021
From: Cecilia Achiam **File:** 12-8375-03/2021-Vol 01
General Manager, Community Safety
Re: **Business Licences Quarterly Report – First Quarter 2021**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – First Quarter 2021”, dated April 12, 2021, from the General Manager Community Safety be received for information.

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

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

Staff Report

Origin

This report provides a quarterly update of activities in support of the regulation of business licences in the City of Richmond.

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

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

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

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

Analysis

Business Licence Revenue

Revenue from business licences has been impacted by the COVID-19 pandemic. While revenue in past years has grown by two to five per cent annually, revenue in 2020 decreased slightly (see Table 1). However, in the beginning of 2021 revenue has increased when compared with the same time period in 2020. The total 2021 revenue collected to date is \$1,785,852 compared to the same time period where the 2020 revenue collected was \$1,520,096. This is a positive sign but should be watched closely as the year progresses as the pandemic continues.

Another impact of the pandemic was the drop in new businesses starting up in Richmond. Looking at first quarter results, this trend appears to be continuing. Tracking the number of new businesses provides an indicator as to the health of businesses in Richmond.

The combination of increased revenue along with a decrease in new businesses and a decrease in overall number of licenced businesses (Table 2) is likely a sign that revenue is being driven by larger businesses (who pay more in licence fees) while we see a decrease in the number of smaller businesses.

Table 1: Revenue from Business Licences

	2017	2018	2019	2020	2021 YTD
New Businesses	1,801	1,745	1,851	1,270	352
Licence Revenue	\$ 3,884,271	\$ 4,087,165	\$ 4,171,813	\$4,161,591	\$1,785,852

Application Processing

The licencing 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.

These statistics (shown in Table 2) are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

Table 2: Status and Number of Business Licences

	2019 Q2	2019 Q3	2019 Q4	2020 Q1	2020 Q2	2020 Q3	2020 Q4	2021 Q1
Valid Licences	14,737	14,802	14,487	14,039	13,670	13,586	13,481	13,341
Expired Licences	637	641	661	1,385	1,567	1,640	1,585	1,318
Suspended/Pending Applications	397	349	381	367	384	415	436	457
Total Licences	15,771	15,792	15,529	15,791	15,621	15,641	15,502	15,116

While the statistics in the table above show that while the number of licenced businesses is still lower than seen in previous years, there has been progress made reducing the number of expired licences. Expired licences show up either because businesses have closed or because they are operating without paying for renewal of their licence. Focusing efforts on lowering this number (ensuring businesses pay for renewal) may be another reason for a positive result in overall revenue.

Business Licence Enforcement

Throughout 2020, and especially since the start of the Pandemic, there has been an increase in unpaid licence fees (expired licences). Considering that a number of business sectors were ordered closed in the second quarter of 2020, enforcement staff focused on enforcing COVID-19 health orders rather than on the enforcement of unpaid licence fees. The impact of this change in priorities can be seen in Table 3 which summarized revenue from tickets issued to business.

Starting in the fourth quarter of 2020, as the number of complaints related to the enforcement of COVID-19 health orders has decreased and the rules for businesses have been clarified, enforcement staff have been focusing on the collection of unpaid licence fees. Businesses

continuing to operate without a valid licence are given a warning and then issued a ticket if fees are unpaid.

Table 3: Business Licence Enforcement Revenue

	2016	2017	2018	2019	2020	2021 YTD
Revenue from Tickets	\$ 1,700	\$ 16,350	\$ 37,250	\$ 60,100	\$ 17,250	\$ 3,600

Education and Enforcement Support for COVID-19 Health Orders

The number of calls to investigate, educate and enforce COVID-19 Health Orders has stayed low in the first quarter of 2021 (approximately 10-15 per week). This has allowed Licence Inspectors to work with the RCMP on targeted enforcement of illegal parties occurring in contravention of health orders but also in contravention of liquor, business licence and land use bylaws and regulations.

Working with the RCMP, staff identified several locations within commercial and industrial properties where these parties were occurring. While the RCMP issued tickets under the health orders, bylaw enforcement staff contacted the property owners and notified them of the intent to undertake bylaw enforcement under several City bylaws. In all cases, the property owners complied and immediately evicted the tenants undertaking the illegal activity. Staff have confirmed with the RCMP that parties in these locations are no longer occurring but there are still outstanding bylaw violations (related to illegal construction to enable the parties) that staff will work to resolve or prosecute as necessary.

Financial Impact

None.

Conclusion

This report provides an update to the Community Safety Committee on first quarter results for 2021 in the Business Licences department. So far in 2021, revenue is higher than expected but the number of licences remains lower than previous years. Related to enforcement, staff have been targeting enforcement of illegal parties in contravention of COVID-19 Health Orders.



Carli Williams, P.Eng.
Manager, Business Licence and Bylaws
(604-276-4136)



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 15, 2021

From: Jim Wishlove
Deputy Fire Chief

File: 09-5140-01/2021-Vol
01

Re: Emergency Programs Activity Report - First Quarter 2021

Staff Recommendation

That the report titled "Emergency Programs Activity Report – First Quarter 2021", dated April 15, 2021, from the Deputy Fire Chief be received for information.

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

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.

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.

Analysis

Emergency Operations Centre (EOC) Support and Administration

In the first quarter of 2021 Emergency Programs has maintained the administration, reporting and connection with the Provincial EOC in order to maintain the City's EOC profile and expectations during the ongoing provincial declared state of emergency. As the Province is continually extending the declared state of emergency periods, each subsequent continuation creates the ongoing obligation of the City to maintain its EOC structure and communications with the Province. In March 2021, the ongoing City EOC operations passed a milestone of the longest standing EOC in alignment with the longest ongoing declared state of emergency in the Province's history.

Emergency Notification System (ENS) to Communicate with the Public

In March 2021 Emergency Programs conducted a test of the current ENS system and communicated to all members of the community who had registered to receive emergency notifications. This test notification offered subscribers the opportunity to re-subscribe onto an upgraded replacement system planned to become live in May 2021. At the conclusion of the test notification more than 2,300 subscribers from the community responded that they had received the notification and requested to shift to the new system when it comes online in May.

Emergency Support Services (ESS) Evacuee Assistance

Through the collaborative agreement in-place with the Canadian Red Cross Society (Red Cross), Emergency Programs supported the delivery of emergency shelter, food, lodging and services to several Richmond residents who experienced temporary homelessness resulting from an emergency event.

Table 1 below outlines the events whereby Richmond residents were supported through this service agreement:

Table 1: Resident Support During Emergency Evacuation				
Date	Location	Type of Event	Residents Assisted	Types of Assistance Provided
January 20th	Ainsworth Crescent	House Fire	2 Family Members	Clothing, food and incidentals
January 25th	Burton Avenue	House Fire	6 Family Members	Food, 4 Nights Lodging, Clothing and Incidentals
February 17th	11000 Blk. No. 2 Road	House Fire	3 Adults, 4 Cats	Food, 2 Nights Lodging, Pet Shelter, Clothing, and Incidentals
March 16th	Mortfield Place	House Fire	3 Adults, 1 Child	Food and 2 Nights Lodging

Exercising and Evacuee Management Practice

In January 2021, Emergency Programs planned, coordinated and managed a practice exercise to ensure the viability of the Red Cross' Emergency Support Services process and agreement.

Staff from Emergency Programs, Richmond Fire-Rescue (RFR), E-Comm 9-1-1 and the Red Cross participated in a virtual response and communications exercise proving the ability of the Red Cross and Emergency Programs agreement to deliver ESS services to Richmond residents when needed during emergency evacuations.

The results of the exercise provided critical operations process, management and administrative understanding to all participating organizations and produced positive outcomes for the incidents which occurred in the first quarter of 2021.

Public Education

During the first quarter of 2021, Emergency Programs staff and administration continue to experience impacts on public education delivery resulting from the temporary changes by order of the Provincial Medical Health Officer in response to the pandemic.

The impacts of the pandemic on public outreach and education has resulted in Emergency Programs pivot to developing virtual learning opportunities, and promoting planning and preparedness activities in preparation for ongoing pandemic impacts.

Financial Impact

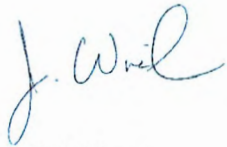
None.

April 15, 2021

- 4 -

Conclusion

Emergency Programs has not experienced any negative impacts to preparedness and support of the community at this time in the prolonged provincial state of emergency due to the pandemic. Staff continue to monitor risk situations as they present in order to identify and create solutions to respond to emerging trends. Emergency Programs staff remain ready to react and adapt to the ever changing pandemic situation.

A handwritten signature in blue ink, appearing to read "J. Wishlove".

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

JW:jw



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 13, 2021

From: Tim Wilkinson
Fire Chief

File: 99-Fire Rescue/2021-
Vol 01

Re: Richmond Fire-Rescue Monthly Activity Report – March 2021

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2021”, dated April 13, 2021, 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

Training and Public Education

The education and development of firefighters in the Province of British Columbia is regulated through the Office of the Fire Commissioner. The Office of the Fire Commissioner has created minimum training standards which are found within the "Structure Firefighters Competency and Training Playbook" or "Playbook". Richmond Fire-Rescue (RFR) implemented the Playbook in March 2019 where all firefighters review, practice and demonstrate the skills identified within the Playbook. Firefighters are continuing within their Playbook training.

Fire Training staff facilitated multiple training activities during March 2021 including: Frontline Leadership, Fire Attack, Playbook, Helicopter Landing Zone Management and Fire Ground Survival.

During March 2021, public education events remained on hold. Fire staff continued to create and post educational videos on the RFR Facebook and website pages.

Emergency Response

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

Richmond Fire-Rescue's goal is to respond to incidences in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In March 2021 there were a total of 682 incidents, representing a 0.7 per cent increase in incidences from March 2020 (Attachment 1).

The average time on scene for RFR crews was 34 minutes, which was less than the 37 minutes recorded in 2020. Time on scene can vary due to the nature and severity of each incident.

Table 1: Total Incidents - March 2021			
	Totals	Percentage Change (March 2020)	Number Change (March 2021)
Alarm Active No Fire	122	+16%	+17
Explosion	0	-	0
Fire	45	+22%	+8
Haz-Mat	11	-15%	-2
Medical	309	-9%	-32
MVI	63	+9%	+5
Public Hazard	20	+122%	+11
Public Service	75	-3%	-2
Response Cancelled/Unfounded	36	+9%	+3
Specialized Transport	1	-75%	-3
Tech Rescue	0	-	0
Totals	682	+1%	+5

In March 2021 there were 45 reportable fires to the Office of the Fire Commissioner, representing a 22 per cent increase from March 2020. The average figure for fires reported in March over the last five years is 35.

Richmond Fire-Rescue continues to experience decreases in medical responses due to the changes of the Provincial Health Orders and Medical Health Officer's direction. RFR continues to monitor all activities to identify and create programs to respond to emerging trends.

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

Fire damage and property losses during March 2021 are estimated at \$605,605. This total includes \$344,505 for building/asset loss and \$261,100 for content loss. The total building/asset and content value at risk was estimated to be \$83,147,335 and the total value preserved from damage was \$82,898,830. These numbers translate to 99 per cent of value protected (Table 2); this is greater than the 98 per cent protected value observed in 2020.

Table 2: Fire Incidents By Type and Loss Estimates - March 2021						
Incident Type Breakdown	Incident Volume	Estimated Building/ Asset Value (\$)	Estimated Building/ Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	8	3,661,100	215,050	296,000	251,000	3,491,050
Multi family	4	22,440,000	20	2,000	-	22,441,980
Commercial/Industrial	2	56,767,000	300	7,000	7,000	56,766,700
Outdoor	29	155,100	5,000	52,100	3,100	199,100
Vehicle/Vessel	2	124,135	124,135	-	-	-
Totals*	45	83,147,335	344,505	357,100	261,100	82,898,830

* 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 2021 incidents:

- **March 9 – Structure fire on Graybar Road.** On arrival RFR crews found a structure fire. Crews quickly worked to extinguish the fire. One patient had sustained burns to their face and was sent to Vancouver General Hospital. There were no other injuries reported by residents or RFR personnel. WorkSafe BC, BC Emergency Health Services (BCEHS) and the Richmond RCMP were called to attend. A Fire Investigator attended the scene to determine the cause and origin of the fire.
- **March 18 – Structure fire on No. 2 Road.** On arrival RFR crews found a fire in the upstairs bathroom of a two story townhouse. RFR crews attacked and quickly extinguished the fire and searched the rest of the residence to ensure there was no fire spread. A family of nine people was displaced as a result of the fire. There were no injuries to residents or RFR personnel. A Fire Investigator attended.
- **March 19 – Structure fire on Rathburn Drive.** RFR crews responded to the site of a house with flames showing out the window. First arriving crews quickly extinguished the flames and began to search for occupants. Search crews found two victims who were already deceased. Richmond RCMP were on-scene assisting with the investigation. The fire and scene were considered suspicious. There were no injuries reported to other people involved or RFR staff. After RFR crews had completely extinguished the fire, they conducted Critical Incident Stress Management (CISM) diffusing for those personnel involved in the victim recoveries. A Fire Investigator attended to determine fire cause and origin.
- **March 22 – Motor vehicle incident on Knight Street.** RFR crews attended a motor vehicle incident for a semi-tractor trailer which had jack-knifed while navigating the off-ramp onto Bridgeport Road. On arrival crews found one truck involved in the incident and no injuries were reported. The vehicle's diesel fuel tank had ruptured and some diesel fuel was leaking onto the roadway. Crews used diking processes to slow the impact and called for the RFR Hazardous Materials unit to attend the scene to transfer the remaining diesel fuel into a containment drum to mitigate the impact. RFR informed the City's Environmental group and also directed the trucking contractor to attend and initiate their Emergency Response Action Plan (E-RAP). The vehicle was removed by a trucking contractor who also arranged for further environmental clean-up.
- **March 30 – Structure fire on Garden City Road.** RFR crews responded to the site of a house fire. The structure is abandoned and boarded up, which made entry into the building dangerous. Multiple crews extinguished the majority of fire and completed a primary search of the structure. No persons were found in the search. Fire crews then began to work on final extinguishment of the fire. There were no injuries reported by the public or RFR personnel. After the fire was extinguished RFR crews transitioned into overhaul and investigation. A Fire Investigator attended the scene.

- **March 31 – Gas leak on No. 3 Road.** RFR crews responded to reports of a gas leak on No. 3 Road. Private contractors had severed a two inch gas line while removing some large trees. Fortis Gas was on scene attempting to shut down the gas line. RCMP and RFR crews blocked traffic on No. 3 at Blundell Road. RFR crews remained on scene while Fortis completed their task. Four neighbouring houses were also evacuated as a precaution. There were no injuries reported. Once the two inch gas main line had been clamped, RFR cleared the scene and Fortis Gas took over scene management.

Financial Impact

None.

Conclusion

During March 2021, Richmond Fire-Rescue crews continue to experience impacts on all incident volumes. For medical incidents, this is due to the decreases in medical responses emanating from the temporary changes by order of the Provincial Medical Health Officer in response to the pandemic.

The impacts of the pandemic, on incident volumes, has resulted in RFR Management pivoting staff to learning, development and preparedness activities. Richmond Fire-Rescue staff remain ready to react and adapt to the ever changing pandemic situation.

Richmond Fire-Rescue has not experienced any negative impacts to emergency response and continues to monitor activities to identify and create programs to respond to emerging trends.



Tim Wilkinson
Fire Chief
(604-303-2701)

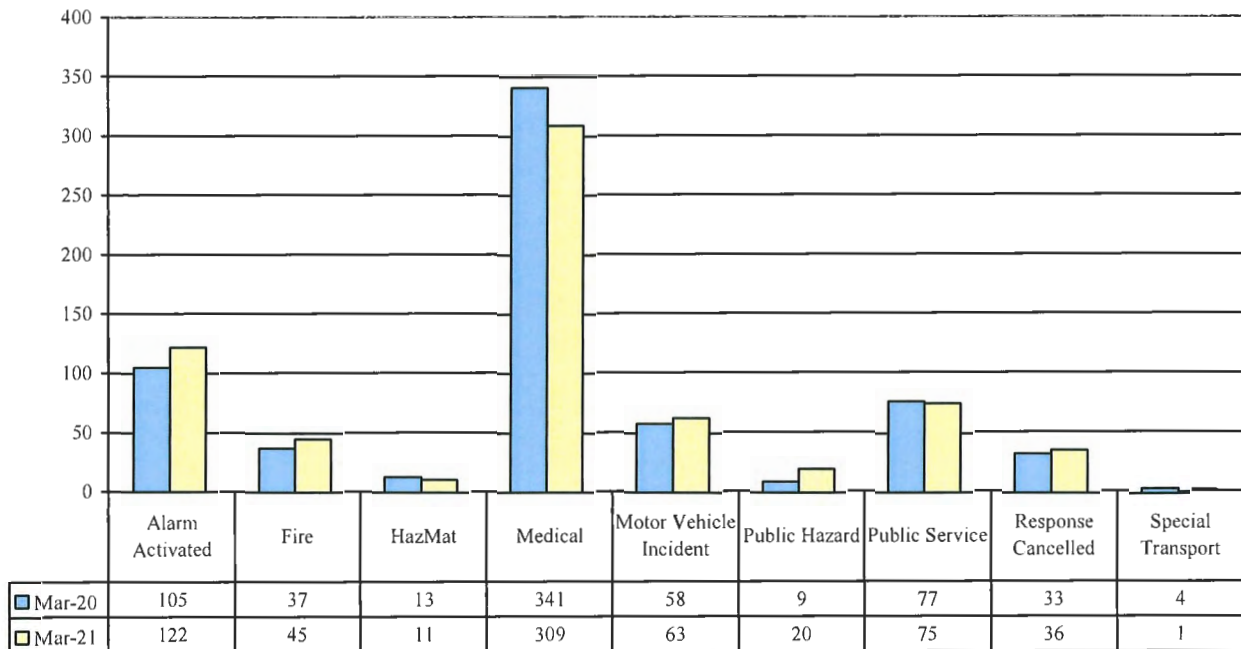
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Att. 1: Suppression Activity, including location of March's Fire, Medical and MVIs

Incident Volumes

The following chart provides a month to month comparison regarding incidents occurring in March 2021 and 2020. In March 2021, there were a total of 682 incidents, compared to 677 in March 2020. This represents an increase of 1 per cent.

Table 3: March 2020 & March 2021



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 45 per cent of the total emergency responses for RFR during the month of March 2021. A detailed breakdown of the medical incidents for March 2020 and 2021 is set out in the following table by sub-type. There were a total of 309 medical incidents in March 2021 compared to 341 in March 2020, a decrease of 9 per cent.

Table 4a: March 2020 & March 2021 Medical Calls by Type

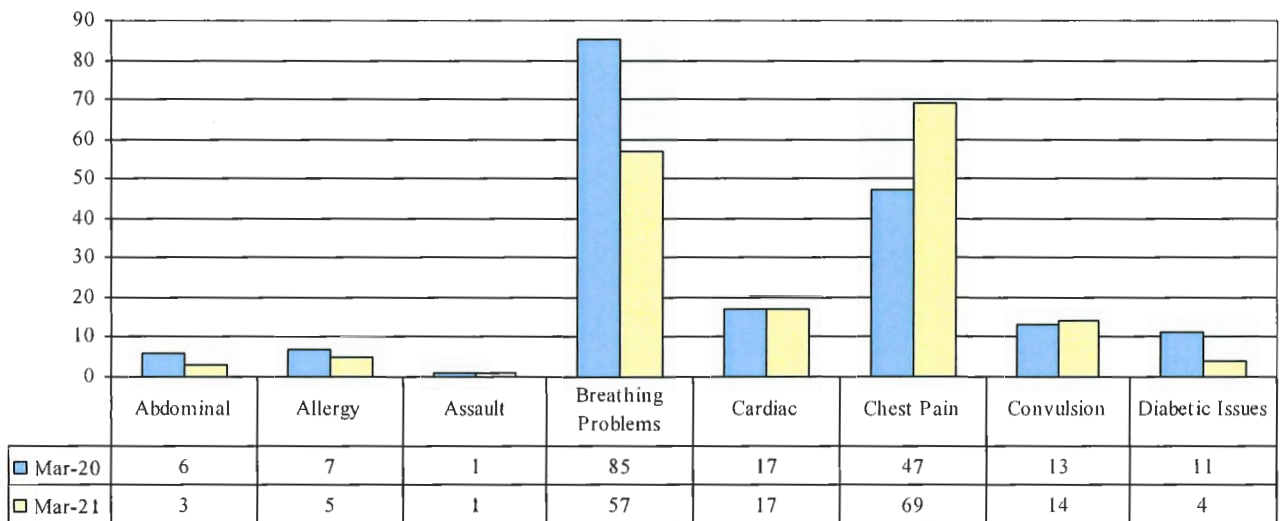
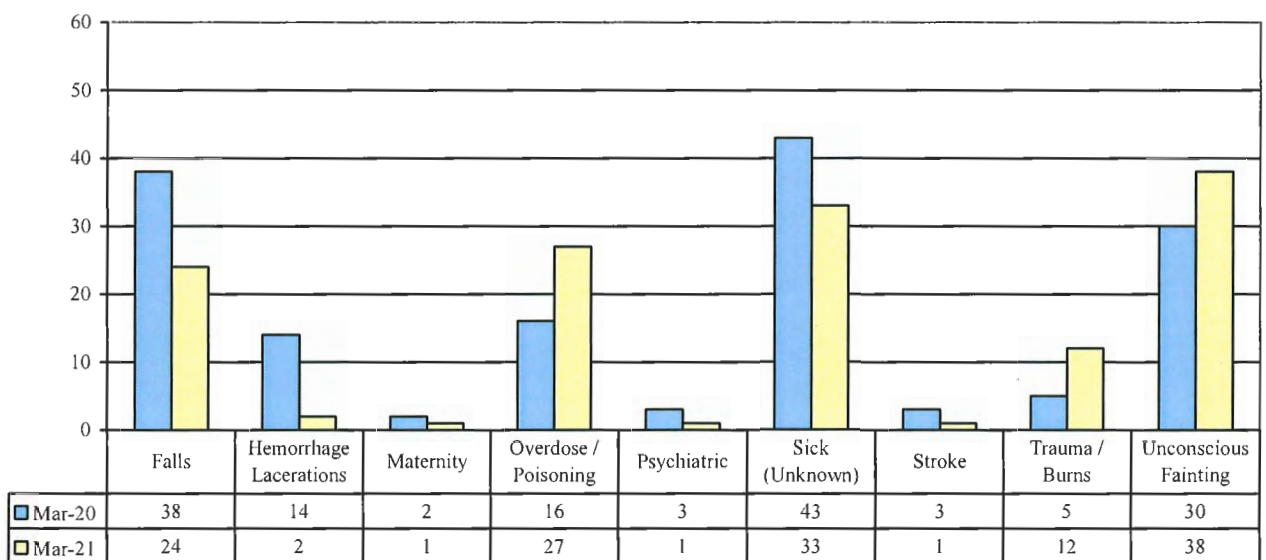


Table 4b: March 2020 & March 2021 Medical Calls by Type



Fire Investigations

The fire investigation statistics for March 2021 are listed below:

Table 5: Total Fire Investigation Statistics – March 2021			
	Suspicious	Accidental	Undetermined
Residential - Single-family	1	7	0
Residential - Multi-family	0	3	1
Commercial/Industrial	0	1	1
Outdoor	8	19	2
Vehicle	1	0	1
Totals	10	30	5

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

Hazardous Materials

Table 6: Hazardous Materials Incidents By Type – March 2021	
	Details
Natural Gas / Propane Leaks (small)	6
Unclassified	3
Flammable / Combustible Liquids	2
Totals	11

Figure 1: Location of reportable fires attended in March 2021 (total 45)

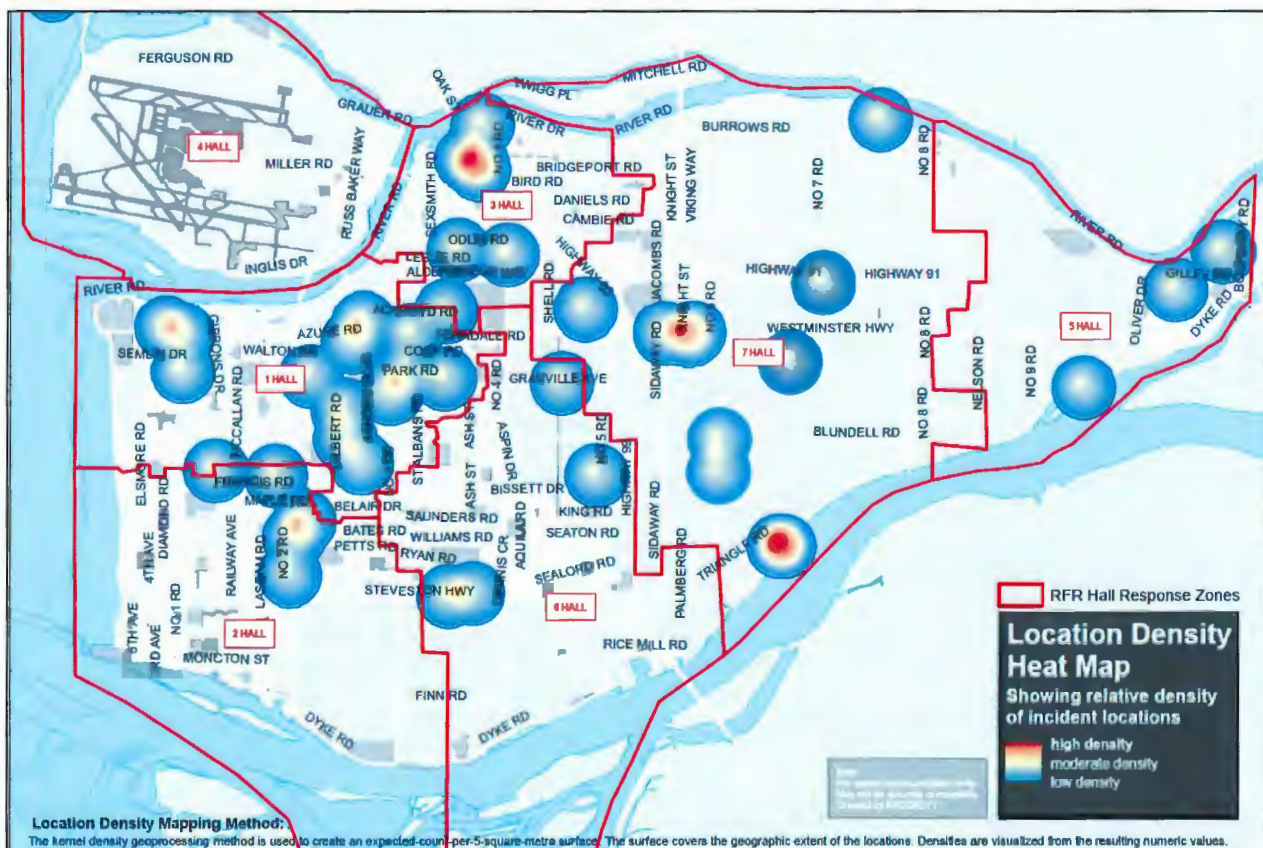
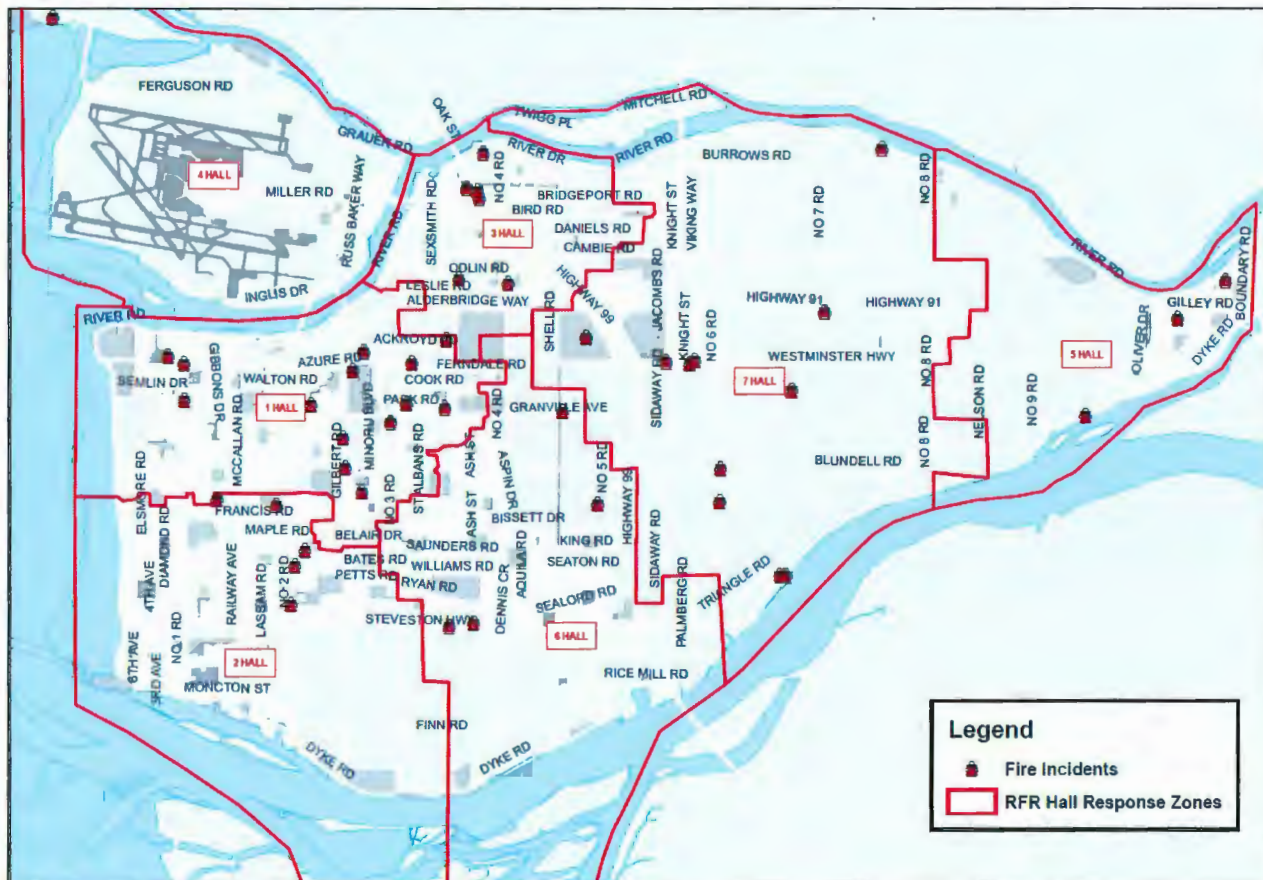
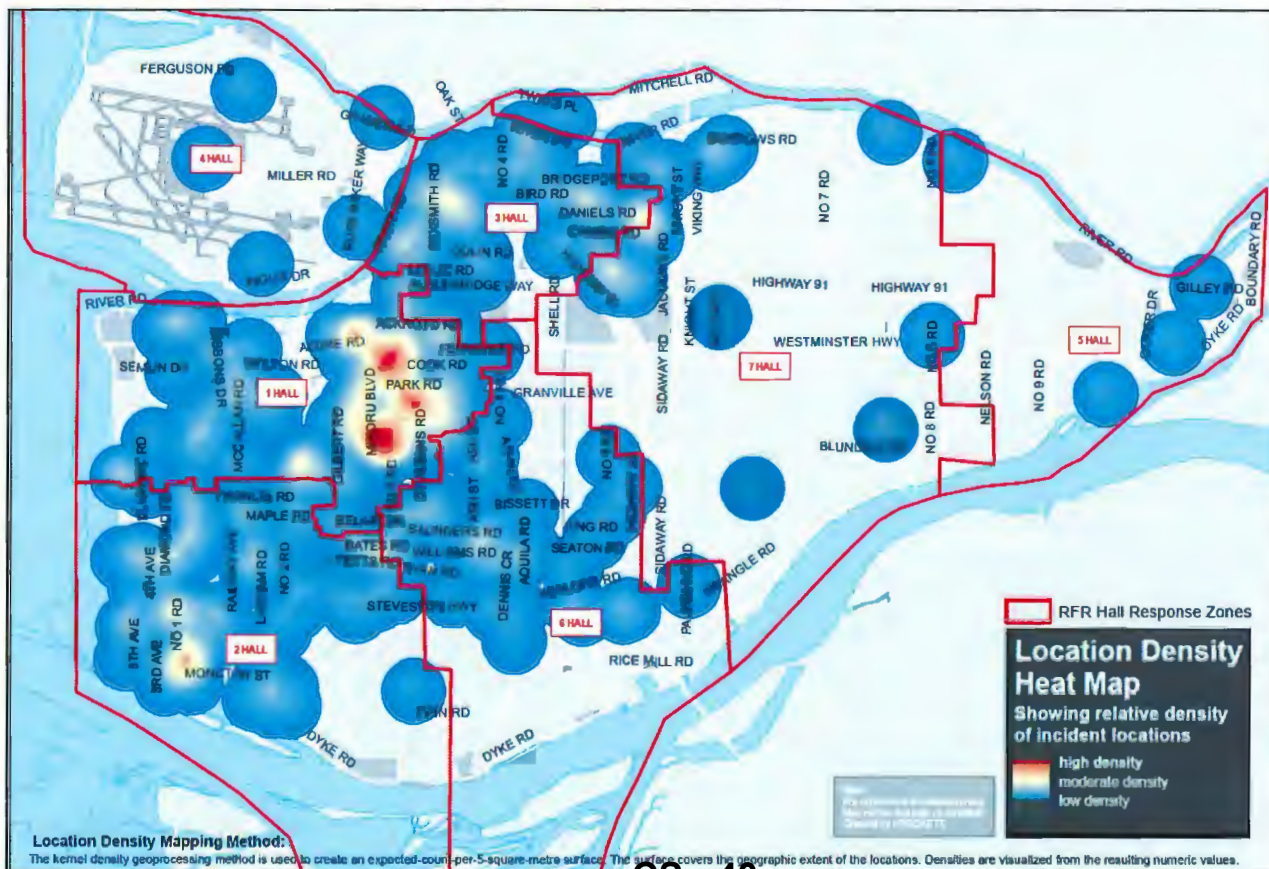
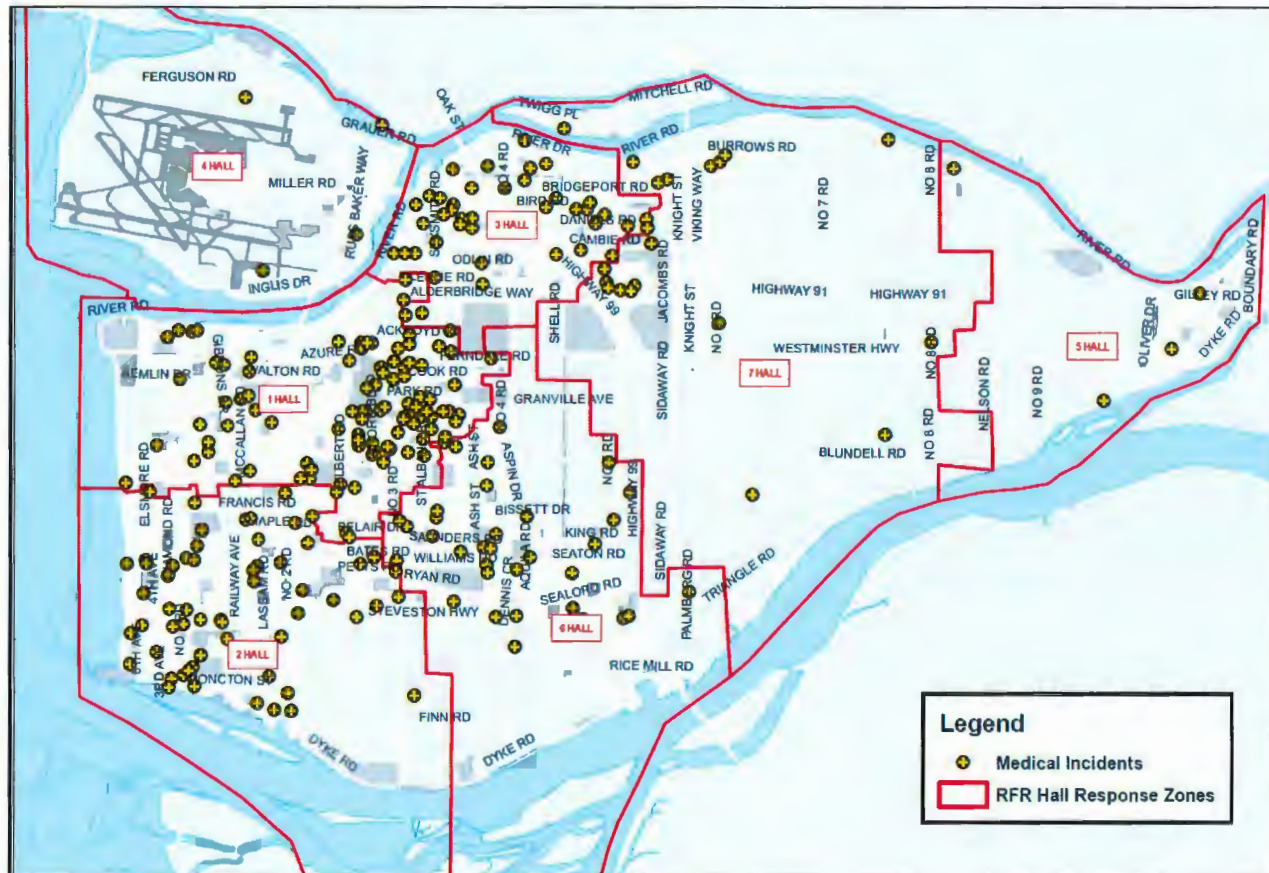
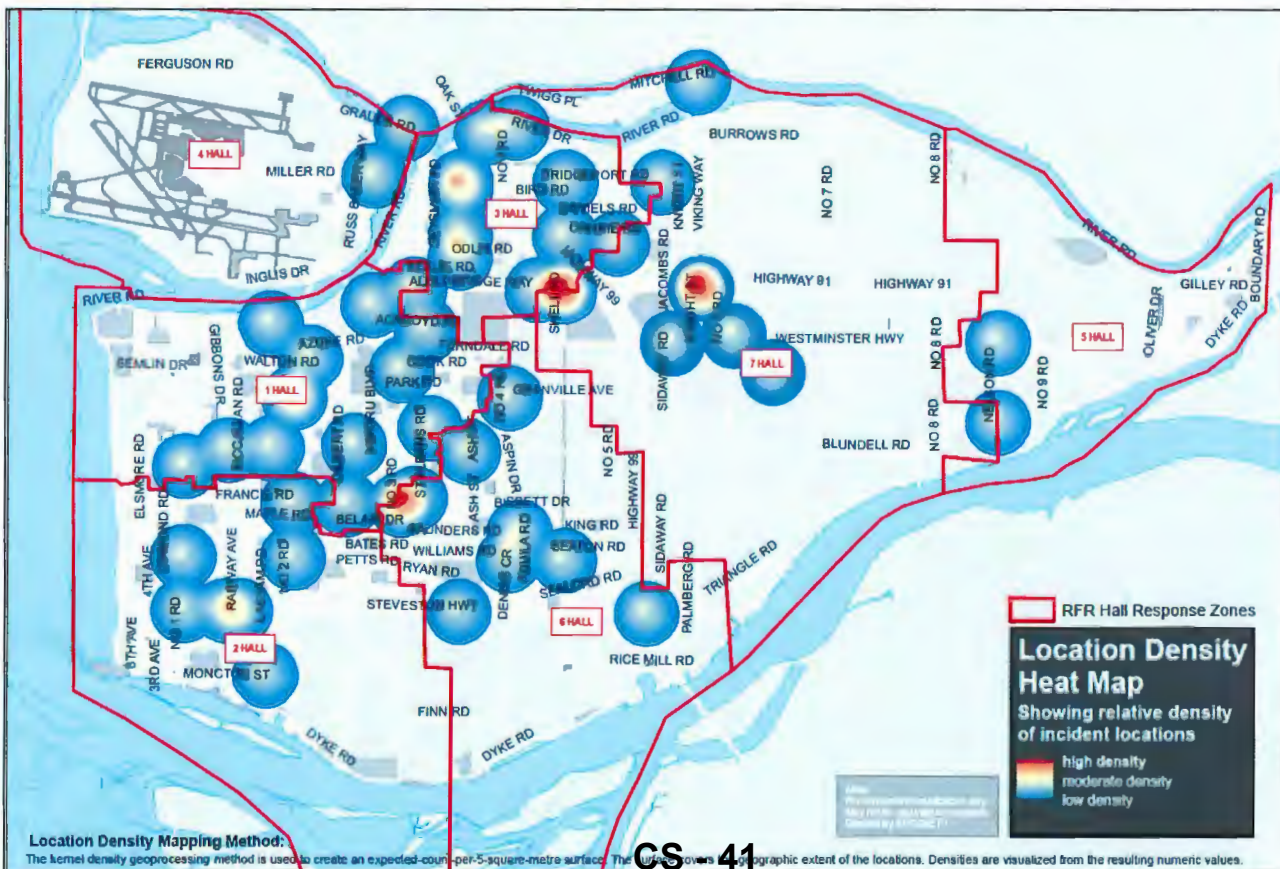


Figure 2: Location of medical Incidents in March 2021 (total 309)







City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 9, 2021

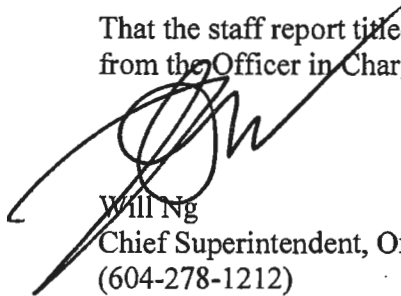
From: Will Ng
Chief Superintendent, Officer in Charge

File: 09-5000-01/2021-Vol
01



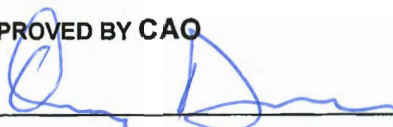
Re: RCMP Monthly Activity Report – March 2021

Staff Recommendation

That the staff report titled "RCMP Monthly Activity Report – March 2021", dated April 9, 2021, from the Officer in Charge, Richmond RCMP Detachment, be received for information.


Will Ng
Chief Superintendent, 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. Auxiliary Program
5. Block Watch
6. Community Police Station Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. 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

Cycling Accident

On March 7, 2021, the Richmond RCMP responded to a vehicle collision involving a cyclist at the intersection of Westminster Highway and Cooney Road. The 12-year-old cyclist had entered the crosswalk when he was struck by a vehicle. The driver did not remain at the scene. The collision is under investigation.

Homicides

On March 19, 2021, the Richmond RCMP responded to a house fire in the 22000 block of Rathburn Drive. The bodies of two male victims were located inside the residence after the fire had been extinguished. Both men were known to police and the incident is believed to be connected to the ongoing Lower Mainland gang conflict. The Integrated Homicide Investigation Team is investigating.

Home Invasion

On March 23, 2021, Richmond RCMP officers responded to a report of a home invasion in the 22000 block of Westminster Highway. Four men with weapons forced their way into a residence and restrained the two occupants. The suspects ransacked the home and stole several items.

Police believe the suspects may have targeted the home by mistake. The incident remains under investigation.

Assault

On March 29, 2021, the Richmond RCMP attended a business in the 3900 block of Moncton Street after receiving a report of an assault. Police arrested one suspect at the scene. The incident remains under investigation.

Analysis of Police Statistics

Arson

In March 2021, there were nine reported arsons, which is up seven incidents from the previous month and up five incidents from March 2020. No patterns or trends have been identified. The number of arsons this month is above the expected range.

Two of the incidents reported this month have yet to be classified and one has been confirmed to be accidental. The additional incidents remain under investigation.

Assault Serious (Assault with a Weapon)

There were 14 assault serious events in March 2021, which is up four incidents from the previous month and down one incident from March 2020. No patterns or trends have been identified. The number of serious assaults this month is within the expected range.

Auto Theft

In March 2021, there were 37 incidents of auto theft, which is approximately double the number reported the previous month and is a 23 per cent increase from March 2020. No patterns or trends have been identified. The number of auto thefts this month is within the expected range.

Drugs

In March 2021, there were 44 drug files, which is up 33 per cent from the previous month and down 29 per cent from March 2020. No patterns or trends have been identified. The number of drug incidents this month is within the expected range.

Mental Health

There were 136 mental health-related incidents in March 2021, which is up 19 per cent from the previous month and down 12 per cent from March 2020. No patterns or trends have been identified. The number of mental health-related incidents this month is within the expected range.

Police apprehension numbers increased to 98 events this month, representing a 10 per cent increase from the previous month. The average hospital wait time was 98 minutes, reflecting a

36 per cent increase from the previous month. This increase has been attributed to a small number of incidents which required police to remain in hospital for an extended period of time.

Residential Break and Enter

There were 32 break and enters to residences in March 2021, which represents a 14 per cent increase from the previous month and a nine per cent decrease from March 2020. 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 2021, there were 34 break and enters to businesses, which represents a 48 per cent increase from the previous month and is an 11 per cent reduction from March 2020. No patterns or trends have been identified. The number of commercial break and enters this month is within the expected range.

Robbery

There were four robbery incidents in March 2021, which is down two incidents from the previous month and down one incident from March 2020. No patterns or trends have been identified. The number of robberies this month is within the expected range.

Sexual Offences

In March 2021, there were 21 sexual offence files, which represents a five per cent increase from the previous month and is a 24 per cent increase from March 2020. No patterns or trends have been identified. The number of sexual offences this month is above the expected range.

Of the incidents reported this month, 29 per cent were historical reports.

Shoplifting

There were 63 shoplifting thefts in March 2021, which are up nine per cent from the previous month and up 15 per cent from March 2020. No patterns or trends have been identified. The number of reported shoplifting thefts this month is within the expected range.

Theft from Automobile

There were 178 theft from automobile incidents in March 2021, which is up 46 per cent from the previous month and up 23 per cent from March 2020. No patterns or trends have been identified. The number of thefts from automobiles this month is within the expected range.

COVID-19 Statistics

Table 1 outlines the number of police calls for service related to COVID-19. In March 2021, there were 46 COVID-19-related files. The majority of incidents were related to reports of social gatherings and failure to wear masks. Police issued approximately 26 Violation Tickets this

month.¹ One notable incident involved an individual who was issued \$8,625 in fines after failing to quarantine properly after entering into Canada and for obstructing a quarantine officer. Most Violation Tickets were in relation to social gatherings and unlicensed drinking establishments.

Table 1: COVID-19-related Calls for Service March 2021	
Quarantine Act (Federal)	16
Public Health Act (Provincial)	0
Emergency Program Act	30
Total	46

Hate Crimes and Incidents

Table 2 presents the number of hate crimes and hate incidents reported between January 1, 2018 and March 31, 2021. 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. When a person makes a racist, homophobic or other abhorrent comment, it is not a criminal offense and police are generally unable to pursue an extensive criminal investigation. These occurrences are often classified as “hate incidents.”

Table 2 – Hate Crime and Hate Incidents			
Year	Hate Crime Files	Hate Incident Files	Total
2018	19	4	23
2019	11	9	20
2020	21	13	34
2021 YTD	5	10	15

Crime Trends Across Jurisdictions

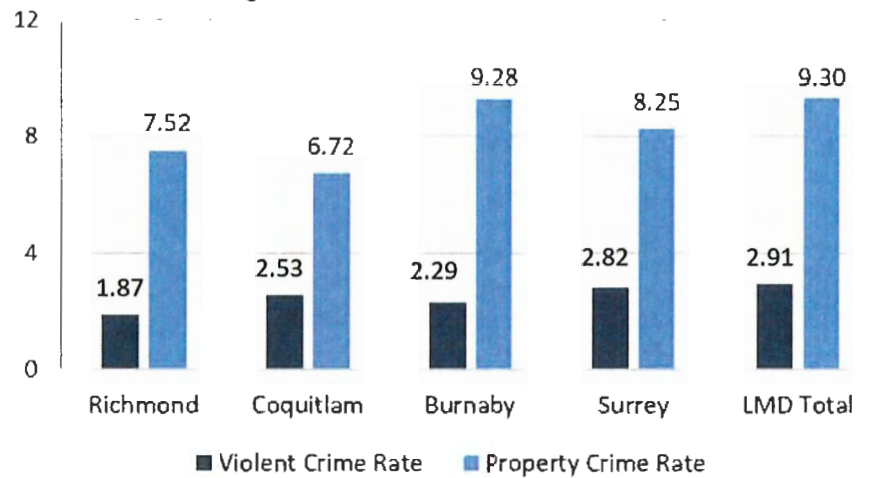
On March 16, 2021, the Richmond RCMP issued a media release warning the public of recent online frauds. In the first two weeks of March, Richmond RCMP received reports of online crypto-currency scams which resulted in losses of nearly \$400,000. This trend was observed in neighbouring jurisdictions as well. The Vancouver Police Department advised that victims reported losing nearly \$2 million during a one-week period in March.²

Data on crime rates is presented in Figure 1.³ Out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond had the lowest violent crime rate and the second lowest property crime rate in March 2021.

¹ The total number of Violation Tickets is subject to change as it is based on the physical tickets submitted at the time of writing and there may be delays in the submission of tickets.

² <https://mediareleases.vpd.ca/2021/03/19/vpd-warns-public-about-alarming-increase-in-cryptocurrency-scams/>

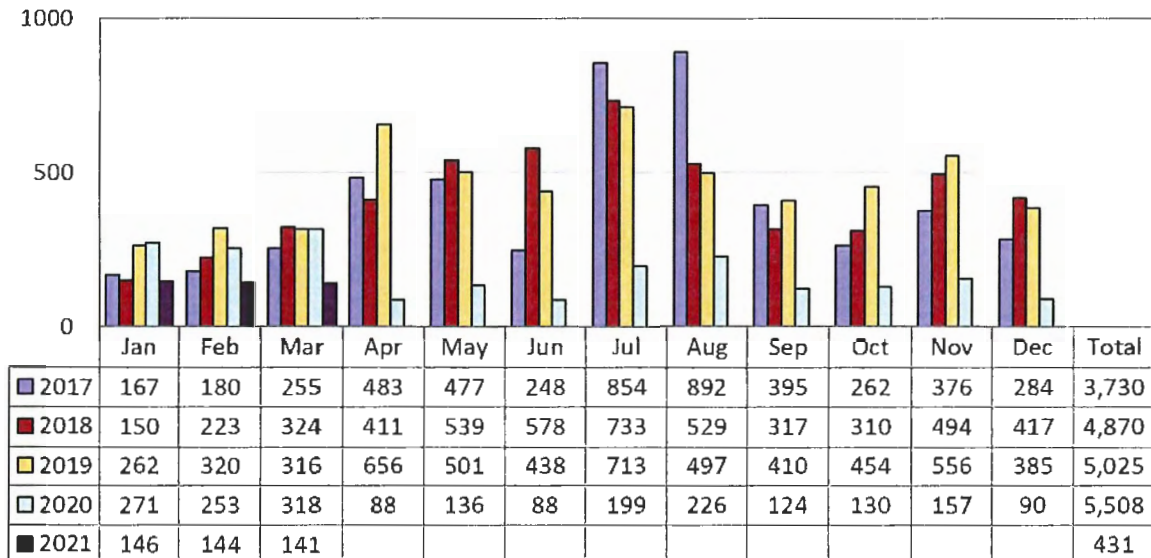
³ Crime rate is calculated per 1,000 people.

Figure 1: March 2021 YTD Crime Rates

Auxiliary Program

In March 2021, the Richmond RCMP Detachment had a complement of 30 Auxiliaries.⁴ Due to COVID-19 safety protocols, volunteer activities have been significantly reduced. Auxiliaries provided a total of 141 volunteer hours during the month of March.

Figure 2 compares the monthly hours of service provided from 2017 to 2021.

Figure 2: Auxiliary Volunteer Hours

⁴ Previously referred to as Auxiliary Constables.

Auxiliary Program Activities

Auxiliaries attend events in the community to promote a positive police presence, support RCMP members and assist with community policing and crime prevention initiatives, as well as traffic and crowd control. During the month of March, Auxiliaries participated in:

- Administrative Support
- Bait Car
- Departmental Operations Centre
- Media Video Projects

Block Watch

At the end of March 2021, the Block Watch program had 305 groups totaling 6,538 participants. Currently, the program includes 439 captains and co-captains. This month, the Block Watch program continued virtual training for new captains.

Community Police Station Programs

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

During the month of March volunteer highlights included:

- Seven Lock Out Auto Crime deployments took place, which resulted in 255 information letters being distributed.
- Speed Watch was conducted on 686 vehicles at multiple locations, which resulted in 35 information letters being distributed.
- March 9 and 10 – Volunteers assisted RCMP officers with a Distracted Driving Blitz in central Richmond and observed 1,800 vehicles for possible infractions. No infractions were observed.
- March 30 and 31 – Volunteers assisted RCMP officers with a Distracted Driving Blitz in central Richmond and observed 600 vehicles for possible infractions. Police issued 43 warnings.

Lock Out Auto Crime

Figure 3 provides a comparison by year of the number of vehicle notices issued.⁵

Figure 3: Lock Out Auto Crime Vehicles Issued a Notice

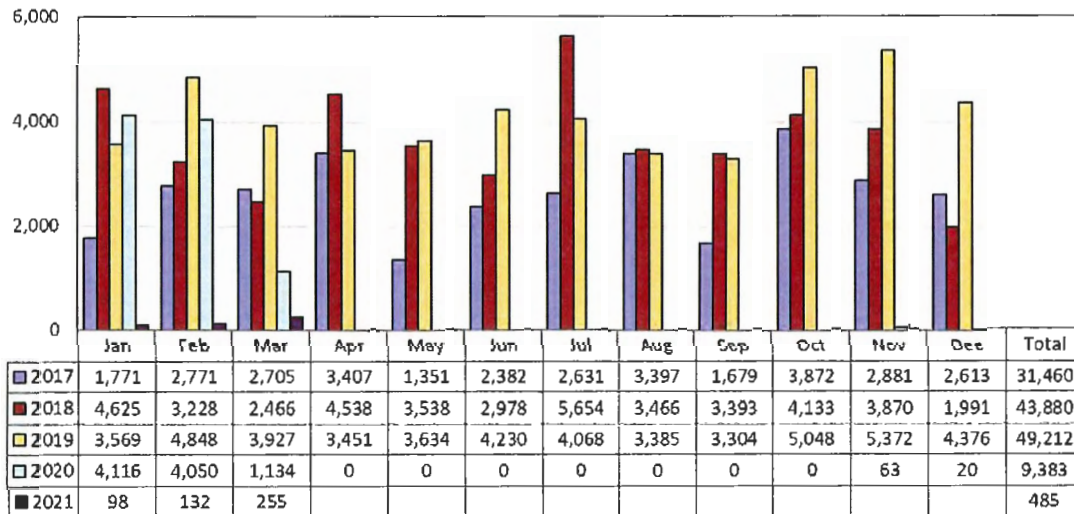
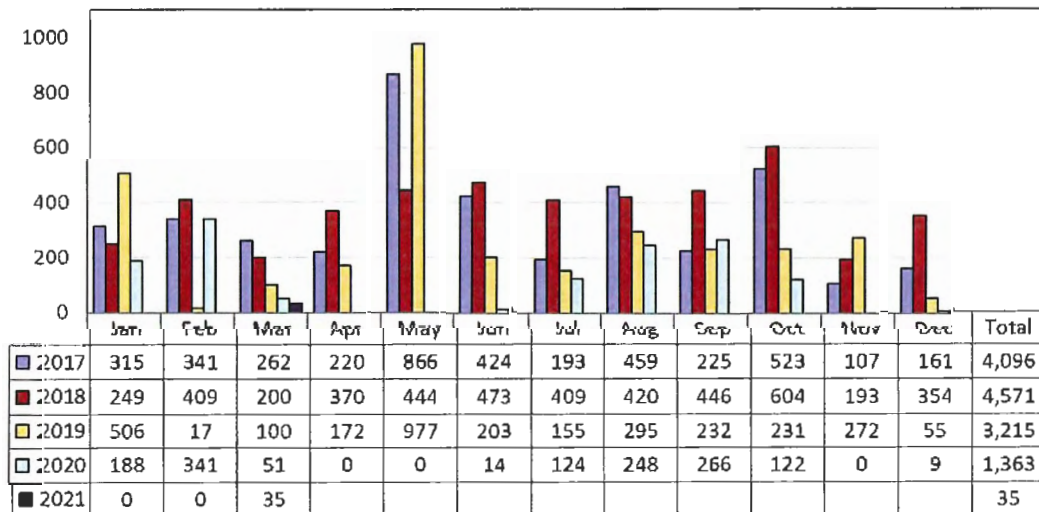
*Speed Watch*

Figure 4 provides a yearly comparison of the number of letters sent to registered vehicle owners.

Figure 4: Speed Watch Letters Sent



⁵ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices.

Crime Prevention Unit

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

- Community Outreach Weekend
- Distracted Driving Blitzez
- Diversity & Inclusion Initiatives
- Fraud Presentation (virtual)
- Lock Out Auto Crime
- Special Post Incident Community Engagement⁶

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 3 compares statistics for March 2021 to both January 2021 and February 2021. Violation Tickets were issued for the following infractions:

Table 3: Violation Tickets Issued

Infraction	January 2021	February 2021	March 2021
Distracted Driving	82	105	254
Driver License	183	157	227
Impaired	26	24	56
Intersection Offences	57	54	50
Moving Infractions ⁷	168	135	103
Speeding	320	272	177
Seatbelts	1	0	21
Vehicle Related ⁸	98	87	98
Other ⁹	11	5	0
Total	946	839	986

Victim Services

In March 2021, Richmond RCMP Victim Services met with 103 new clients and attended seven crime/trauma scenes after hours. Victim Services reduced in-person client services in March 2020 and began offering services by phone but continue to attend some of the more serious calls in person. The unit currently maintains an active caseload of 256 files. In March, Victim Services responded to a number of cases involving medical-related sudden deaths, drug overdoses and mental health issues.

⁶ Conducted in East Richmond following double homicide and home invasion in the area.

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 fail to remain at the scene of an accident and failing to stop for police.

Youth Section

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

- 63 Drug Abuse Resistance Education (DARE) classes were delivered to Grade 5 students in 17 schools via Zoom. The DARE program concluded the second term with 17 DARE graduations, which included the participation of 758 students.¹⁰
- RCMP officers in the Youth Section conducted 59 proactive school visits at Secondary Schools and 76 visits at Elementary Schools. Police officers engaged with the students at recess and lunch, as well as during morning and afternoon supervision.

Financial Impact

None.

Conclusion

In March 2021, the Richmond RCMP conducted a number of noteworthy investigations, including a home invasion and a house fire that led to the discovery of a double homicide. Police statistics for this month indicate that most crime types were within the expected ranges; however, arsons and sexual offences were both above the expected numbers.

In March, the Richmond RCMP Community Engagement Team and volunteers conducted road safety deployments focusing on distracted driving. In addition, the DARE program concluded its second term, which was delivered via virtual lessons. 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

¹⁰ This includes grade 6 students who did not participate in the program last year.

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 2021 STATISTICS

RICHMOND RCMP

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

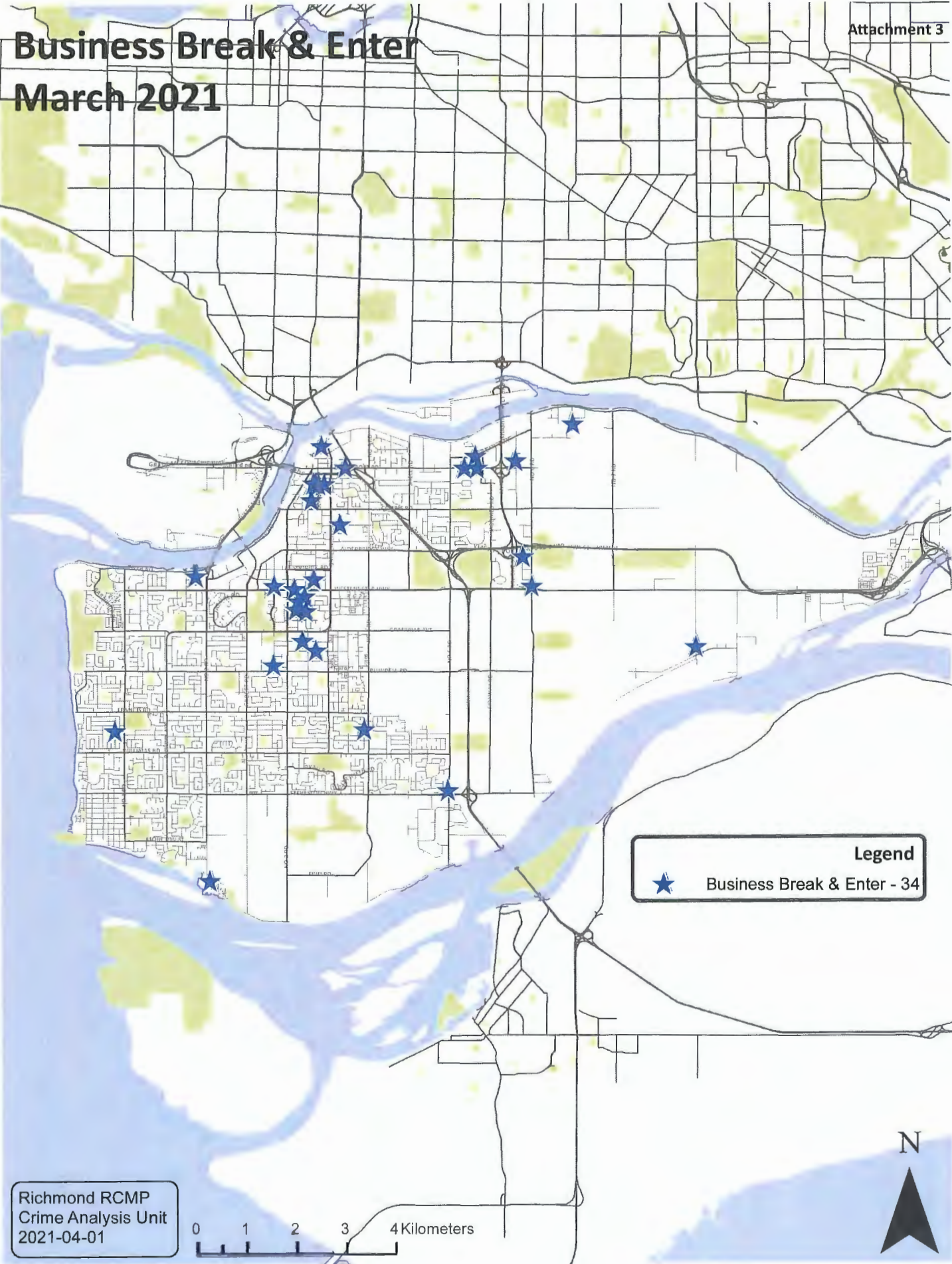
In 2019, changes were implemented regarding the collection of UCR data. The new standards provide much more stringent criteria to classify a file as unfounded. As a result, there will be an increase in many crime statistics, and clearance rates will conversely decline. This creates numerous challenges when comparing previous years' data. Full details on the Uniform Crime Reporting Survey are available at Statistics Canada: <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54973-eng.htm>. For more information, contact Richmond Crime Analysts.

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**.

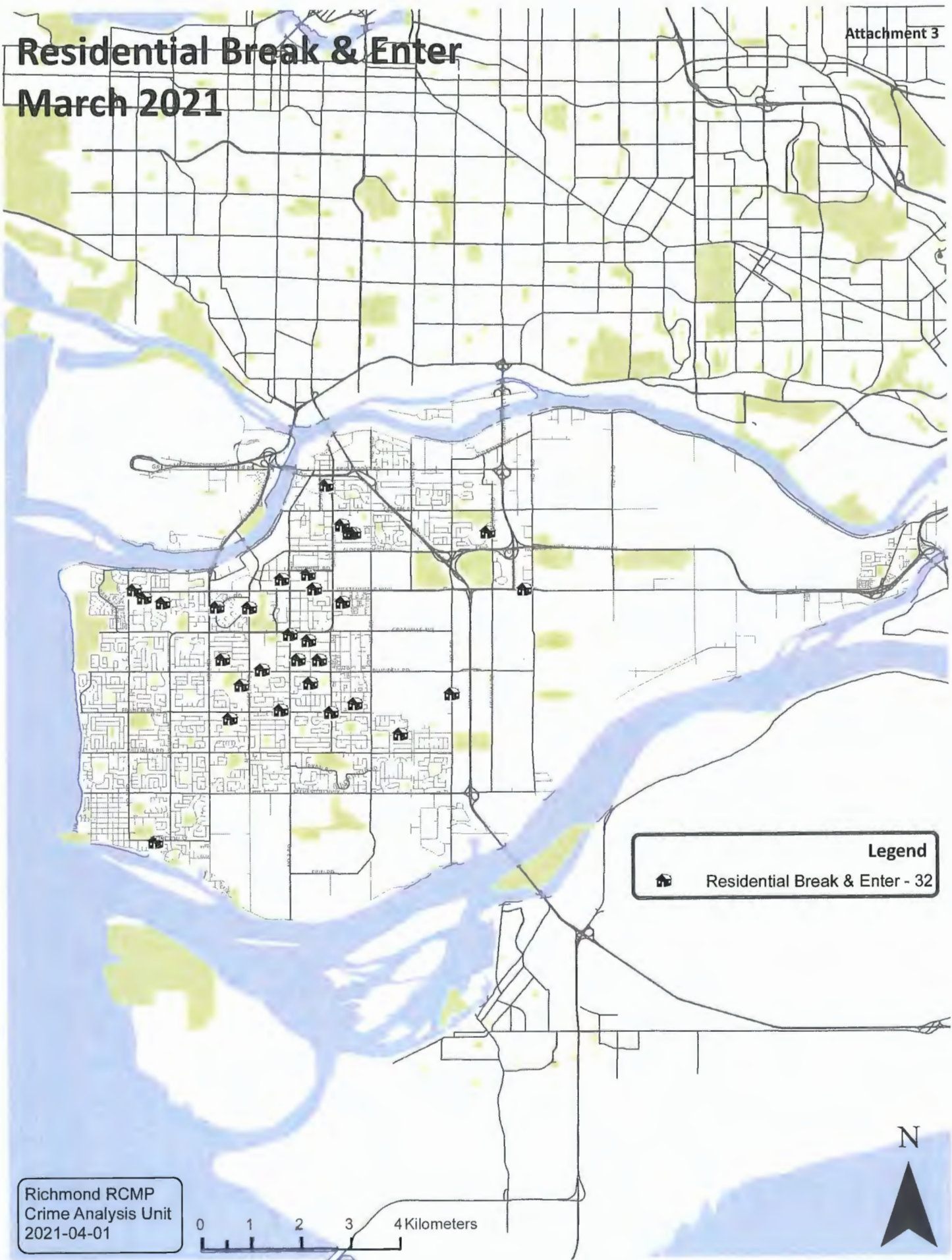
	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Mar-21	March		2020	2021	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	153	127.0	104-150	398	427	7%	29
Robbery UCR 1510 (1-3)	4	6.0	4-8	15	15	0%	0
Assault Common UCR 1430	44	42.8	35-50	160	137	-14%	-23
Assault Serious UCR 1410, 1420	14	12.8	10-16	33	40	21%	7
Sexual Offences UCR 1348, 1330, 1350, 1351, 2450, 2456	21	12.0	8-16	42	56	33%	14
PROPERTY CRIME (UCR 2000-Series Offences)	617	673.4	603-744	1757	1642	-7%	-115
Business B&E UCR 2120-1	34	32.6	25-40	99	80	-19%	-19
Residential B&E UCR 2120-2	32	45.2	37-54	141	99	-30%	-42
Auto Theft UCR 2135 (1-10), 2178	37	28.8	24-34	84	73	-13%	-11
Theft from Auto UCR 2132, 2142	178	201.8	164-239	490	434	-11%	-56
Theft UCR 2130, 2140	49	91.0	79-103	214	176	-18%	-38
Shoplifting UCR 2133, 2143	63	74.8	59-91	186	192	3%	6
Fraud UCR 2160 (1-6), 2165, 2166	87	81.0	68-94	217	228	5%	11
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	208	182.0	167-197	549	622	13%	73
Arson UCR 1629, 2110	9	2.4	1-3	11	18	64%	7
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	978	978.4	916-1041	2704	2693	0%	-11
DRUGS (UCR 4000-Series Offences)	44	49.8	37-62	317	118	-63%	-199
MHA RELATED CALLS (MHA files or Mental Health flag)	136	136.8	106-168	494	374	-24%	-120

Prepared by Richmond RCMP Crime Analysts. Data collected from PRIME on 2021-04-02. Published 2021-04-06. 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).

Business Break & Enter March 2021



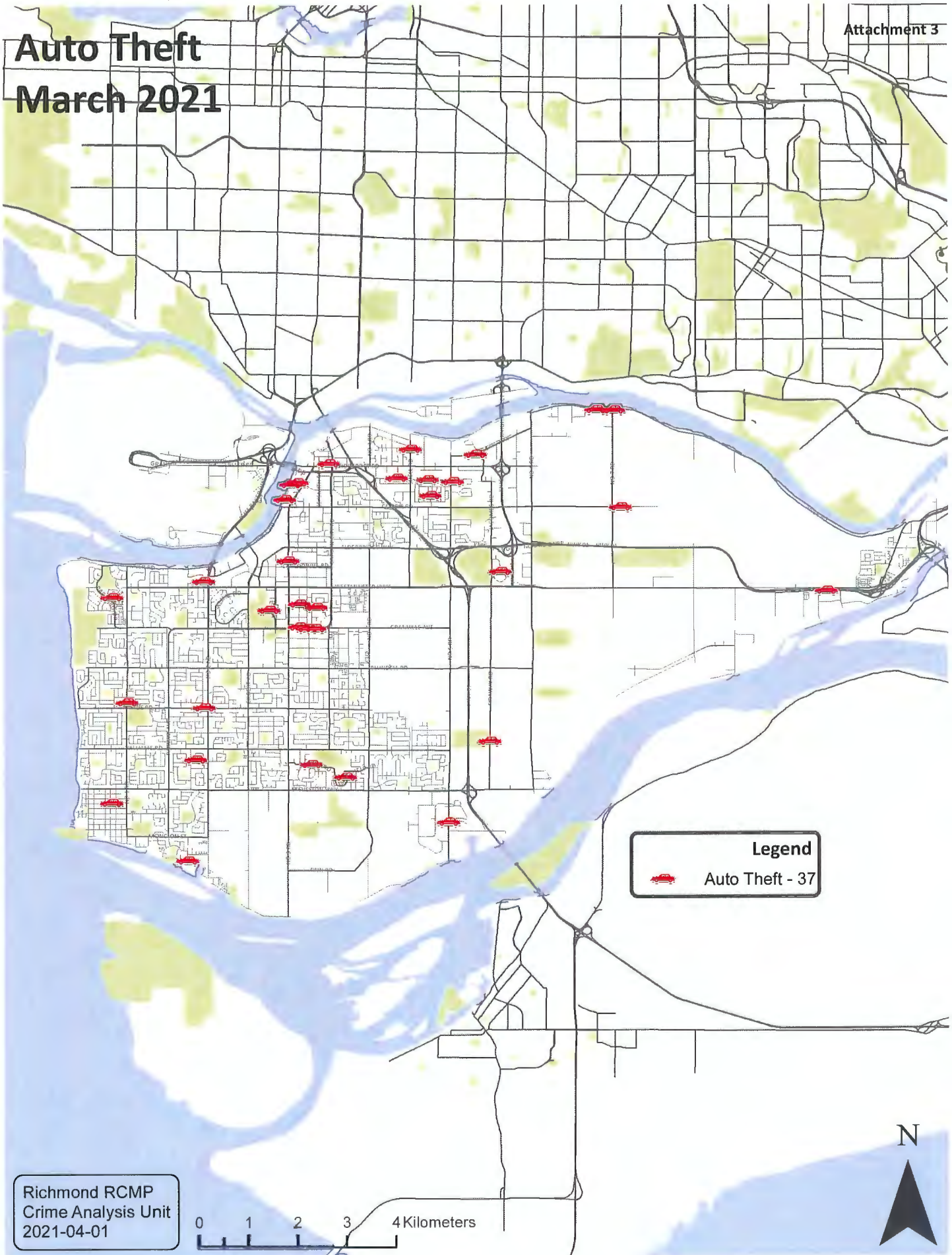
Residential Break & Enter March 2021



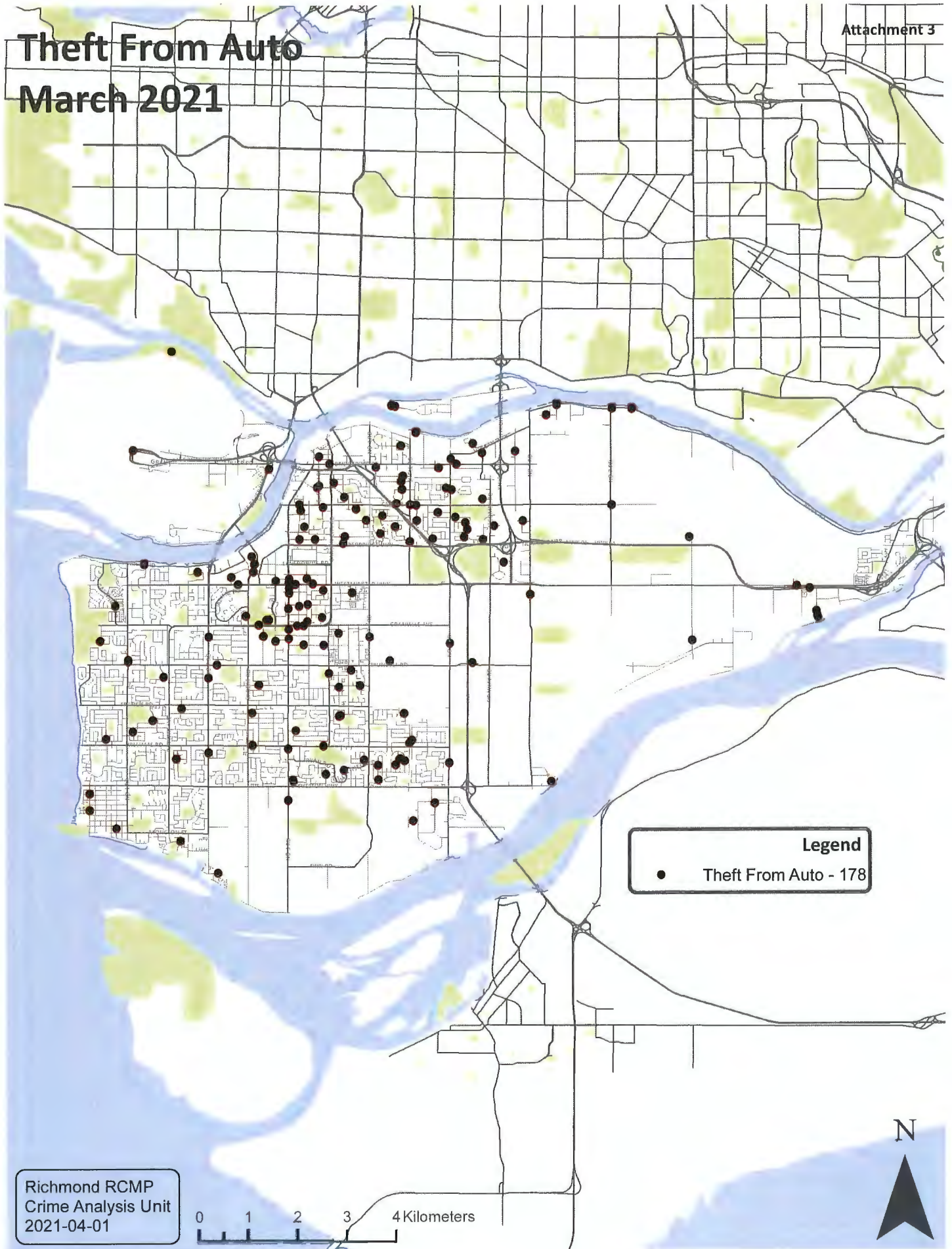
Richmond RCMP
Crime Analysis Unit
2021-04-01

Legend
🏠 Residential Break & Enter - 32

Auto Theft March 2021



Theft From Auto March 2021



CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

Slam the Tax Season Scam

Have you received a suspicious call, email or text message from someone claiming to be a Canada Revenue Agency (CRA) employee? As tax season approaches, scammers often contact Canadians to trick them into paying fake debts or gather personal and financial information.

To identify legitimate communications from the CRA, note the following:

The CRA will NEVER:

- Use aggressive language or threaten to send the police to arrest you.
- Leave threatening voicemails.
- Demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards.
- Send you a link to an online form for personal or financial details.
- Email you a link to your refund.
- Meet with you in a public place to take payment.
- Use text messages or instant messaging to communicate with you.

Scam



loading...

Contact the CRA if you: (1-800-959-8281 for individuals and 1-800-959-5525 for businesses)

- Received a phone call, email or mail from the CRA but have doubts and would like to verify if it is.
- Think your CRA login has been compromised.
- Want to disable online access to your information.
- Want to re-active online access to your information.

Protect Yourself from Identity Theft

- Keep your address current with all government departments and agencies.
- Never provide personal information through the internet or by email.
- Keep your access codes, user ID, passwords, and PINs secret.
- Hang up immediately if there is anything suspicious or unprofessional about the call.
- Be careful before you click on links in any email you receive.
- Register for "My Account" on the CRA website and sign up for email account alerts, which will notify you of any changes made to your accounts.
- Shred unwanted documents or store them in a secure place.
- Protect your social insurance number. Don't use it as a piece of ID.
- Don't over share. Be careful what you share on social networks.
- Review your credit report once a year and report problems immediately.



RICHMOND RCMP CRIME PREVENTION **NEWSLETTER**

When Someone Knocks on Your Door

There is no requirement for you to answer your door!

But you should:

- Never open the door without checking to see who it is.
- Look out from the peephole and speak through the door. If you don't recognize the person at the door— DON'T OPEN IT!
- Ask the person who they are looking for and the purpose of the visit.
- Look out through a window and look for a company vehicle, for example, City of Richmond, marked police vehicle, BC Hydro, pest control company etc. You can then call the company to verify whether or not staff is dispatched to your residence or neighbourhood.
- If you have a surveillance camera at the door, check and see if the person is wearing a company uniform.
- Ask for identification with company logo (company/staff ID, police officer badge).
- Do not just ignore the knock and pretend that you are not home. Make it known to the knocker that someone is inside. Turn the volume up on the TV or radio.
- Call the Police if the visitor seems suspicious. (e.g. leaves quickly when you answer, takes pictures of your home, looks inside your house through windows, refuses to leave etc.)
- Try to get a description of the knocker—description of clothing, hair colour, distinguishing marks, height, and license plate of vehicle if possible.

Catalytic Converter Theft

Theft of catalytic converters have been happening for years but as the price of certain metals increase, so have thefts. Any vehicle with a catalytic converter can be a target, no matter if it's a newer or an older vehicle. Thieves can jack up a car and remove the converter in a matter of minutes. A few steps could be well worth avoiding the cost and frustration of having to replace a catalytic converter.



- Park in your garage
- Park in a well-lit area
- If possible, park next to a fence or wall to limit space for thieves to jack your car up from the side
- Weld your catalytic converter to your car's frame, making it harder to steal
- Install a car alarm that detects vibration
- Consider engraving your vehicle identification number (VIN) on the catalytic converter

Outdoor Personal Safety Tips

- Plan your day—before heading out, look up the routes if you are not familiar with the area. This prevents you from having to ask a stranger for directions.
- Look confident—attackers look for distracted, vulnerable or meek individuals. Stand and walk with a purpose!
- Make eye contact—criminals want to avoid being identified by the police. If you look a stranger in the eye with confidence, it shows you've seen them and can possibly ID them to the police.
- Be alert—pay attention to your surroundings and the people around you. Avoid using or wearing anything that will impede your vision or hearing.
- Keep your bag closely to your body—it prevents and lowers the chance for thieves to snatch the bag easily.
- Be informed—pay attention to local news and stay on top with current crime trends. Be aware of locations and situations which would make you appear vulnerable to crime.
- Avoid dark and isolated areas—criminals don't like to attract attentions. Stay in well-lit and well populated areas.
- Carry a personal safety alarm or a whistle—generates a loud sound to alert people around you that you are in danger. In some cases, it may be enough to disorient attackers, allowing you to get away safely.

Richmond BC Alert - New Changes Coming in May

Richmond BC Alert is an emergency notification system that sends notifications in the event of an emergency. It informs the community of imminent emergencies or disasters that may impact Richmond. When the City of Richmond alerts the public of an emergency, notifications will be sent to all registered contacts in the impacted area. Alerts may include information about evacuation orders, where to go for support during an emergency (ie. Location of reception centres) and information about potential threats to public safety or the community. You can choose to receive notifications by email, phone, SMS and fax. There is no cost to subscribe but message and data rates may apply. Residents can update their account at any time. Richmond residents and businesses may register up to six phone numbers, two email addresses, one SMS text and one fax number for each local address. Please note that the Richmond Alert system can only send notifications in English. If English is not your first language, we recommend providing an email address or a phone number to receive alerts by text message. By doing that, you can use the translation software on your cell phone or computer to translate the message.



Current Richmond BC Alert subscribers - you must resubscribe to continue receiving emergency notifications through Richmond-Alert when the system changes. Sign up now to receive an email notification when the new system is live at www.richmond.ca/alert.

BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME
NEWSLETTER

Shoplifting Prevention



Retailers can reduce loss of goods and profits when proper anti-theft systems and practices are set in place. Here are some ways to prevent shoplifting:

- Be aware of at-risk items—keep small and easy-to-pocket products closer to the registers. Lock expensive items in cabinet displays.
- Publicize the consequences of stealing—post your shoplifting policy somewhere prominent.
- Install cameras and mirrors—reduce blind spots and help identify shoplifters.
- Greet all customers as they enter the store—be attentive to customers and check in with them occasionally to ask if they need any assistance.
- Train employees to watch for theft—lookout for people carrying large bags or wear unusually bulky clothing for the purpose of concealing merchandise.
- Schedule appropriately—have more staff working on busy days and peak hours, like weekends and especially during the holiday season
- Optimize store layout—put checkouts by the exits, use lower shelves, keep store neat and orderly.
- Install electronic article surveillance (EAS)—attach security tags to your products. Pick a EAS device that cause the minimum number of false alarms.



Please help by reporting any suspicious behaviour: RCMP Non-Emergency line **604-278-1212**. If you witness a crime in progress, dial **9-1-1**.

Email Break & Enter Alerts

To receive email alerts of neighbourhood commercial break and enters, register your business name and street address at:
RCMP_Business_Link@richmond.ca

